

# COVID-19 Vaccine Provider Webinar

February 11, 2021



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# DISCLAIMER

The information presented today is based on CDC's recent guidance and MAY change.

February 11, 2021

# Agenda

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1. Storage and Handling Vaccines
2. VAOS Reminders and FAQs
3. Provider Resources



Texas Department of State  
Health Services

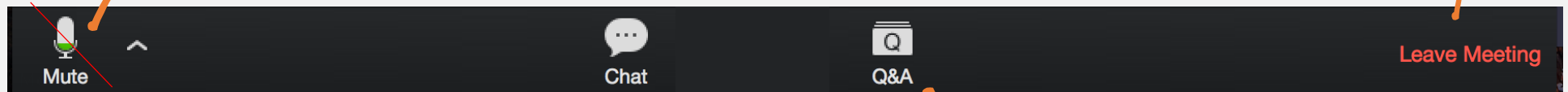
Today's webinar presentation and recording will be available on the  
[COVID-19 Vaccine Management Resources page](#)

# Zoom Guidance

*New to Zoom? Have a question? Here's a quick guide:*

**You will be automatically muted during this webinar.**

**Need to go? Click Leave Meeting to exit the webinar.**



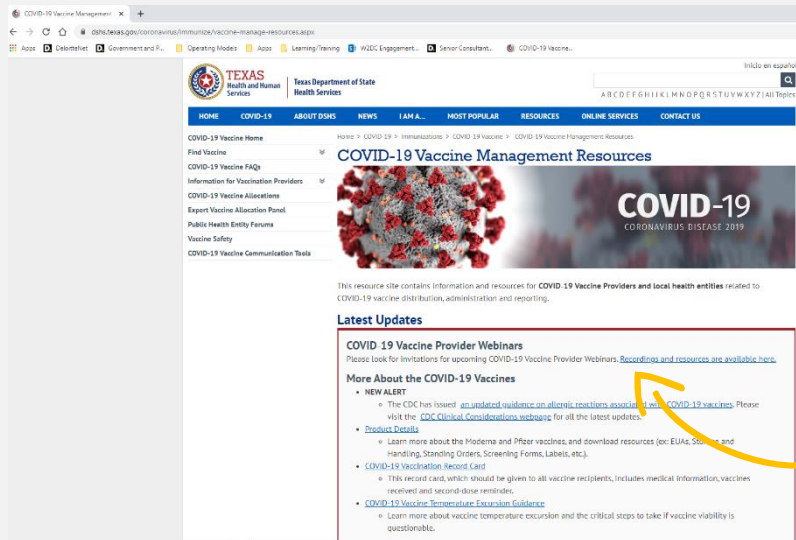
**The “chat” feature will be turned off for attendees in this Webinar.**

**Have a question? Type a question to the host and panelists using the Q&A box!**



**Texas Department of State  
Health Services**

# How to access this webinar after viewing



To access this webinar after the presentation, please visit the Provider Vaccine Management Website or refer to your follow up email.

COVID-19 Vaccine Providers,

Thank you for those who were able to attend the 2/2 COVID-19 Vaccine Provider Webinar. You can find a recording and presentation materials from this webinar [here](#).

Today's webinar covered...

- Requesting Allocations
- VAOS Refreshers and Frequently Asked Questions
- A live Q&A with DSHS Subject Matter Experts



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

# Storage and Handling of Pfizer and Moderna Vaccines

# Pfizer vs. Moderna COVID-19 Vaccine Ingredients

Description	Pfizer-BioNTech COVID-19 vaccine	Moderna COVID-19 vaccine
<b>mRNA</b>	Nucleoside-modified mRNA encoding the viral spike (S) glycoprotein of SARS-CoV-2	Nucleoside-modified mRNA encoding the viral spike (S) glycoprotein of SARS-CoV-2
<b>Lipids</b>	2[(polyethylene glycol)-2000]-N, N-ditetradecylacetamide	PEG2000-DMG: 1, 2-dimyristoyl-rac-glycerol, methoxypolyethylene glycol
	1,2-distearoyl-sn-glycero-3-phosphocholine	1,2-distearoyl-sn-glycero-3-phosphocholine
	Cholesterol	Cholesterol
	(4-hydroxybutyl)azanediylbis(hexane-6,1-diyl)bis(2-hexyldecanoate)	SM-102: heptadecane-9-yl 8-((2-hydroxyethyl) (6-oxo-6-(undecyloxy) hexyl) amino) octanoate
<b>Salts, sugars, buffers</b>	Potassium chloride	Tromethamine
	Monobasic potassium phosphate	Tromethamine hydrochloride
	Sodium chloride	Acetic acid
	Dibasic sodium phosphate dihydrate	Sodium acetate
	Sucrose	Sucrose

# **Pfizer Vaccine: Shipping, Handling, & Administration**



# PFIZER-BIONTECH COVID-19 VACCINE Emergency Use Authorization (EUA)

The U.S. Food and Drug Administration (FDA) has issued an Emergency Use Authorization (EUA) to permit the emergency use of the unapproved product, Pfizer-BioNTech COVID-19 Vaccine, for active immunization to prevent COVID-19 in **individuals 16 years of age and older.**

# Pfizer, Ancillary Kit

## Ancillary Supplies:

Ancillary supplies typically arrives within 24 hours of receipt of vaccine shipment.

- Dry Ice
  - See *Guidelines for Safe Storage and Handling of Dry Ice* at <https://www.cvdvaccine.com/>.

### Needle and Syringe Sizes for Pfizer Mega Adult Ancillary Kits

Product	Quantity
Needle (22–25G x 1")	829
Needle (22–25G x 1.5")	200
Needle, Mixing (21-25G x 1.5")	205
Syringe (1mL)	1,024
Syringe, Mixing (3mL or 5mL)	205
Alcohol Pad (sterile, individually sealed)	2,458
Vaccination Record Card	1,000
<a href="#">Needle Gauge and Length Chart</a>	10
Face Shield	20
Surgical Mask	40
Diluent	200

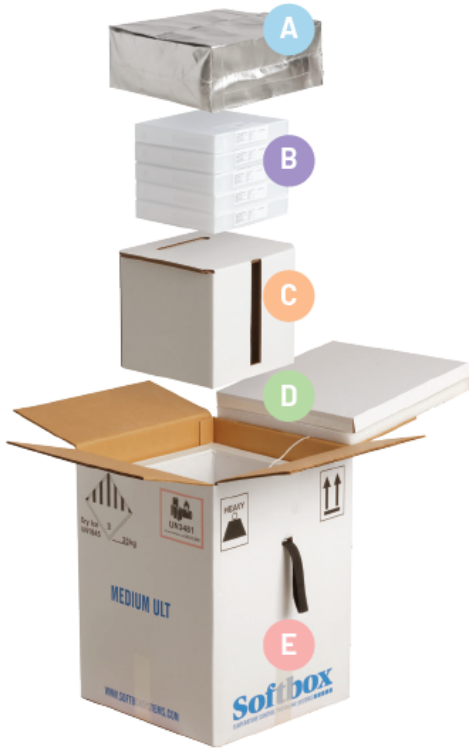
# Pfizer-BioNTech COVID-19 Vaccine Contents and Packaging

There are two types of thermal shipping containers:

1. “**Softbox**” thermal shipping container and
2. “**AeroSafe**” thermal shipping container.

# Ultra Low Temperature Thermal Shipper Overview of Pack Out

## Softbox



Item	Description
<b>A</b> DRY ICE POD	Holds the top layer of dry ice
<b>B</b> VIAL TRAYS	Vial trays look like small pizza boxes. Each vial tray contains multiple dose vials. Each thermal shipping container will have up to 5 vial trays inside
<b>C</b> BOX THAT HOLDS THE VIAL TRAYS	Box within the thermal shipping container that includes the vial trays. This box has handles and can be fully removed from the thermal shipping container
<b>D</b> FOAM LID	Top foam lid that includes an embedded temperature-monitoring device and remains connected to the box
<b>E</b> THERMAL SHIPPING CONTAINER	Outer box of the thermal shipping container

## AeroSafe



Item	Description
<b>A</b> DRY ICE POD	Holds the top layer of dry ice
<b>B</b> VIAL TRAY	Vial trays look like small pizza boxes. Each vial tray contains multiple dose vials
<b>C</b> BOX THAT HOLDS THE VIAL TRAY	Box within the thermal shipping container that includes the vial tray. This box can be fully removed from the thermal shipping container
<b>D</b> FOAM LID	Top foam lid that can be removed from the AeroSafe thermal shipping container. The temperature-monitoring device is located in a foam pocket on the top of the lid
<b>E</b> THERMAL SHIPPING CONTAINER	Outer box of the thermal shipping container

# Ultra Low Temperature Thermal Shipper Overview of Pack Out

1. For both types of thermal shipping containers, you must first break the seal to open.
2. When you open the thermal shipping container, **you will see a temperature-monitoring device embedded in the foam lid**. In the **Softbox thermal shipping container**, this **lid will be attached** to the thermal shipping container.
  - Take caution when opening the **Softbox lid** as you'll notice **one flap of the thermal shipping container is permanently affixed to the lid**.
    - Do not pull this flap.
    - When opening the lid, use the three finger holes in the foam lid, which will then allow the lid to swing open.
  - When opening the **AeroSafe foam lid**, gently remove the entire lid (with the temperature-monitoring device still attached) and place to the side.

## Softbox



*The Softbox thermal shipping container has an attached foam lid, which is permanently affixed to the lid.*

## AeroSafe



*The AeroSafe thermal shipping container has a foam lid that comes completely off.*

# Ultra Low Temperature Thermal Shipper Overview of Pack Out

3. The temperature-monitoring device continuously tracks the temperature during shipment to ensure the frozen vaccine product has been maintained at the required temperature during transport to vaccination centers.

- Upon receipt, press and hold the stop button for 5 seconds.
- Sites are responsible for **continuing to monitor the product storage temperature.**



*The temperature-monitoring device you receive will be either a Controlant Real-Time Monitor (pictured above to the left) or a Sensitech Temperature Monitor (pictured above to the right).*

Information about temperature monitoring, including devices, can be found at <http://www.cvdvaccine.com/>



# Ultra Low Temperature Thermal Shipper Overview of Pack Out

4. Make sure that you are now wearing **waterproof insulated gloves** and **safety glasses with side shields** or **safety goggles** as you prepare to handle layers of the container that have dry ice.
- Beneath the foam lid is the dry ice pod, which holds a layer of dry ice to help maintain the temperature of the multiple dose vials.
  - There will also be dry ice in compartments in the container that surround the box that holds the vial trays.
  - If using the thermal shipping container as temporary storage, both of those areas will need to be filled when re-icing.
  - Using your waterproof insulated gloves, remove the dry ice pod.



*The Softbox thermal shipping container has compartments that allow dry ice to be distributed on all sides of the box. They are only accessible after removing the dry ice pod.*



*The AeroSafe thermal shipping container has dry ice compartments on the sides that can be accessed with the dry ice pod still in the container.*

# Ultra Low Temperature Thermal Shipper Overview of Pack Out

5. You will now see a lid for the box that holds the vial trays.
- Open the box and you will see the vial trays. There will be **up to 5 vial trays** inside.
  - Remove the box that holds the vial trays from the thermal shipping container in order to access and remove the vial trays.
  - **CAUTION:** If you feel resistance when trying to remove the box that holds the vial trays, do not pull it out by force.
  - Keep the box inside the thermal shipping container and remove the vial trays separately using the clear plastic straps.
  - Remember, do not open the vial trays or remove vials until you are ready for thawing or use.



Visit [www.cvdvaccine.com](http://www.cvdvaccine.com) for further information.



# Ultra Low Temperature Thermal Shipper Overview of Pack Out

6. Review the Pfizer-BioNTech COVID-19 Vaccine Safety Data Sheet (available by visiting <https://safetydatasheets.pfizer.com/>).
  - **After removing the vial trays from the thermal shipping container, you must immediately store the vaccine product in the ultra-low-temperature (ULT) freezer.**
  - **If a ULT freezer is not available, the thermal shipping container may be used as temporary storage.** If using the thermal shipping container as temporary storage, it must be opened, inspected, and replenished within 24 hours of receipt.



Masks were worn due to pandemic.

# Thermal Shipping Container Temporary Storage Re-icing Instructions

Follow the instructions and requirements outlined in the [Dry Ice Replenishment Sheet](#) when using the thermal shipping container for temporary storage of the Pfizer-BioNTech COVID-19 Vaccine.

The thermal shipping container may be used as temporary storage for up to **30 days from delivery**.

**Note:** Please read the following ancillary documents included with the thermal shipping container before unpacking and/or re-icing the thermal shipping container:

1. Dry Ice Safety Data Sheet
2. Shipping and Handling Guidelines

Also available by visiting [www.cvdvaccine.com](http://www.cvdvaccine.com).

# Thermal Shipping Container Temporary Storage Re-icing Instructions

## 24 hours:

- The thermal shipping container is qualified with a minimum of 20 kg of dry ice pellets (10 mm–16 mm pellets). If you are using the thermal shipping container as temporary storage, **the container must be opened, inspected, and replenished with dry ice within 24 hours of receipt**
  - For the thermal shipping container to maintain the ultra-low temperatures required, it is recommended that the thermal shipping container itself be stored at 15° to 25° Celsius (59° to 77° Fahrenheit)

**To help maintain the level of dry ice and the temperature of the vaccine product:**

**2x/Day:** It is recommended that the thermal shipping container not be opened more than **2 times a day**

**3 Minutes:** The thermal shipping container should not be opened more than **3 minutes at a time**

**5 Days:** The thermal shipping container should be re-iced **every 5 days**

- If more frequent openings are necessary **more frequent dry ice replenishment** will be required.
- Ensure that the thermal shipping container is re-iced at the end of business on days when the vaccination site will be closed the following day, such as weekends or holidays

**After use, the thermal shipping container and the temperature-monitoring device must be returned to the supplier to help Pfizer fulfill its commitment to reusable resources**

# Discarding Dry Ice

After the thermal shipping container is no longer needed to store the vaccine, you can discard the dry ice.

- Take necessary precautions by reviewing the Dry Ice Safety Data Sheet, and consult with your Occupational Health Department.
- To discard, open the thermal shipping container and leave it at room temperature in a **well-ventilated area**. It will sublime from a solid to a gas.

**DO NOT** leave dry ice in an unsecured area.

**DO NOT** place in drain or flush in toilet.

**DO NOT** dispose in trash.

**DO NOT** place in a closed area such as an airtight container or walk-in cooler.



*Masks were worn due to pandemic; refer to SDS for dry ice protection.*

# Vaccine Preparation and Administration

## Thawing before dilution

- Thaw vial(s) of Pfizer-BioNTech COVID-19 Vaccine before use either by:
  - Allowing vial(s) to **thaw in the refrigerator** [2°C to 8°C (35°F to 46°F)]. A carton of vials **may take up to 3 hours to thaw**, and thawed vials can be stored in the refrigerator for up to **five days (120 hours)**
  - Allowing vial(s) to sit **at room temperature** [up to 25°C (77°F)] for **30 minutes**
- Using either thawing method, vials must reach room temperature before dilution and **must be diluted within 2 hours**

## Invert

- Before dilution invert vaccine vial gently 10 times
- **Do not shake**
- Inspect the liquid in the vial prior to dilution. The liquid is a white to off-white suspension and may contain white to off-white opaque amorphous particles
- Do not use if liquid is discolored or if other particles are observed

# Vaccine Preparation and Administration

## Dilute

- Obtain sterile **0.9% Sodium Chloride Injection, USP**. Use only this as the diluent.
- Using aseptic technique, withdraw **1.8 mL of diluent into a transfer syringe** (21-gauge or narrower needle).
- Cleanse the vaccine vial stopper with a **single-use antiseptic swab**.
- **Add 1.8 mL of 0.9% Sodium Chloride Injection, USP** into the vaccine vial.

## Equalize

- **Equalize vial pressure** before removing the needle from the vial by **withdrawing 1.8 mL air** into the empty diluent syringe.

## Invert

- **Gently invert** the vial containing the Pfizer-BioNTech COVID-19 Vaccine **10 times to mix**.
  - Do not shake.
- Inspect the vaccine in the vial.
  - The vaccine will be an off-white suspension.
  - Do not use if vaccine is discolored or contains particulate matter.

# Vaccine Preparation and Administration

## Record and Store

- **Record the date and time of dilution** on the Pfizer-BioNTech COVID-19 Vaccine vial label.
- Store between 2°C to 25°C (35°F to 77°F).
- Discard any unused vaccine **6 hours after dilution**.

## Cleanse

- Using aseptic technique, cleanse the vial stopper with a single-use antiseptic swab, and withdraw 0.3 mL of the Pfizer-BioNTech COVID-19 Vaccine preferentially using low dead-volume syringes and/or needles
- Each dose must contain 0.3 mL of vaccine
- If the amount of vaccine remaining in the vial cannot provide a full dose of 0.3 mL, discard the vial and any excess volume
- Administer immediately

# Vaccine Preparation and Administration

## Administration

Visually inspect each dose in the dosing syringe prior to administration.

- The vaccine will be an off-white suspension.
- During the visual inspection,
  - verify the final dosing volume of 0.3 mL
  - confirm there are no particulates and that no discoloration is observed
  - do not administer if vaccine is discolored or contains particulate matter



# Vaccine Preparation and Administration

## Administer the Pfizer-BioNTech COVID-19 Vaccine intramuscularly.

- After dilution, vials of Pfizer-BioNTech COVID-19 Vaccine contain **SIX DOSES** of 0.3 mL of vaccine.
  - Low dead-volume syringes and/or needles can be used to extract six doses from a single vial.
  - If standard syringes and needles are used, there may not be sufficient volume to extract a sixth dose from a single vial. Irrespective of the type of syringe and needle:
- Each dose must contain 0.3 mL of vaccine
  - If the amount of vaccine remaining in the vial cannot provide a full dose of 0.3 mL, discard the vial and any excess volume
  - Do not pool excess vaccine from multiple vials

Review the [Product Safety Data Sheet](#) for the vaccine. In the event of vial breakage, damage, or leakage, to prevent cuts and exposure to the vaccine, do not handle the vial with bare hands; wear protective gloves. Remove broken glass with forceps, tongs, or other appropriate tools. Dispose of the vial and vial pieces in a medical sharps container.

# Pfizer Key Resources

<a href="#"><u>Fact Sheet for Healthcare Providers Administering Vaccine</u></a>	<a href="#"><u>Fact Sheet for Recipients and Caregivers</u></a>	<a href="#"><u>Full EUA Prescribing Information</u></a>
<a href="#"><u>Checklist for Storage, Handling and Preparation of the Pfizer-BioNTech COVID-19 Vaccine</u></a>	<a href="#"><u>Pfizer-BioNTech COVID-19 Vaccine Shipping and Handling Guidelines</u></a>	<a href="#"><u>Dry Ice Safety Data Sheet</u></a>
<a href="#"><u>Safe Handling Guidelines for Dry Ice</u></a>	<a href="#"><u>Product Safety Data Sheet</u></a>	<a href="#"><u>Instructions for Returning Real-Time Temperature Monitor and Thermal Shipping Container</u></a>

# Moderna Vaccine: Storage, Handling, and Administration

# Moderna COVID-19 Vaccine

## Emergency Use Authorization

- The Moderna COVID-19 Vaccine is an unapproved vaccine that has been **authorized for emergency use** by the FDA for active immunization to prevent COVID-19 in **individuals 18 years of age and older**.

# Ancillary Supplies

## Ancillary Supplies:

Ancillary supplies should arrive within 24 hours of receipt of vaccine shipment

### Needle and Syringe Sizes for *Adult* Ancillary Kits

Product	Quantity
Needle (22–25G x 1")	85
Needle (22–25G x 1.5")	20
Syringe (1mL or 3mL)	105
Alcohol Pad (sterile, individually sealed)	210
Vaccination Record Card	100
<a href="#">Needle Gauge and Length Chart</a>	1
Face Shield	2
Surgical Mask	4

# Moderna COVID-19 Vaccine Storage

## Storage Prior to Use

- As **Displayed** on the Vial Labels and Cartons
  - The Moderna COVID-19 Vaccine multiple-dose vials are stored frozen between -25° to -15°C (-13° to 5°F).
  - Store in the original carton to protect from light.
- Additional Storage Information **Not Displayed** on the Vial Labels and Cartons
  - **Do not** store on dry ice or below -40°C (-40°F).
  - Vials can be stored **refrigerated** between 2° to 8°C (36° to 46°F) for up to **30 days prior to first use**.
  - **Unpunctured vials** may be stored between 8° to 25°C (46° to 77°F) for **up to 12 hours**.
  - Do not refreeze once thawed.

## Storage After First Puncture of the Vaccine Vial

- After the first dose has been withdrawn, the vial should be held **between 2° to 25°C (36° to 77°F)**.
  - **Discard vial after 6 hours.**
  - **Do not refreeze.**

# Moderna COVID-19 Vaccine

## Dose Preparation

- The Moderna COVID-19 Vaccine multiple-dose vial contains a frozen suspension that does not contain a preservative and must be thawed prior to administration.
- Remove the required number of vial(s) from storage and thaw each vial before use.
  1. **Thaw in refrigerated** conditions between 2° to 8°C (36° to 46°F) for **2 hours and 30 minutes**.
    - After thawing, let vial stand at room temperature **for 15 minutes** before administering.
  2. Alternatively, **thaw at room temperature** between 15° to 25°C (59° to 77°F) for **1 hour**.
- After thawing, do not refreeze.

# Moderna COVID-19 Vaccine Dose Preparation

- **Swirl vial gently** after thawing and between each withdrawal. **Do not shake.**
  - Do not dilute the vaccine.
- The Moderna COVID-19 Vaccine is a white to off-white suspension.
  - It may contain white or translucent product-related particulates.
  - **Visually inspect** the Moderna COVID-19 Vaccine vials for other particulate matter and/or discoloration prior to administration.
  - If either of these conditions exists, the vaccine should not be administered.
- Each dose is 0.5 mL.
- **After the first dose has been withdrawn**, the vial should be held between **2° to 25°C (36° to 77°F)**.
- **Record the date and time** of first use on the Moderna COVID-19 Vaccine vial label.
  - Discard vial **after 6 hours**.
  - Do not refreeze.



# Moderna COVID-19 Vaccine Administration

- Visually inspect each dose of the Moderna COVID-19 Vaccine in the dosing syringe prior to administration.
  - The white to off-white suspension may contain white or translucent product-related particulates.
  - During the visual inspection,
    - verify the final dosing volume of 0.5 mL.
    - confirm there are no other particles and that no discoloration is observed.
    - do not administer if vaccine is discolored or contains other particulate matter.
- Administer the Moderna COVID-19 Vaccine intramuscularly.

# Moderna COVID-19 Vaccine

## Dose Preparation & Administration

- The Moderna COVID-19 Vaccine multiple-dose vial contains a frozen suspension that does not contain a preservative and must be thawed prior to administration.
- Remove the required number of vial(s) from storage and thaw each vial before use.
- Thaw in refrigerated conditions between 2° to 8°C (36° to 46°F) for 2 hours and 30 minutes. After thawing, let vial stand at room temperature for 15 minutes before administering.
- Alternatively, thaw at room temperature between 15° to 25°C (59° to 77°F) for 1 hour.
- After thawing, do not refreeze.
- Swirl vial gently after thawing and between each withdrawal. **Do not shake** . Do not dilute the vaccine.
- Each dose is 0.5 mL.
- After the first dose has been withdrawn, the vial should be held between 2° to 25°C (36° to 77°F). Record the date and time of first use on D-19 Vaccine vial label. Discard vial after 6 hours. Do not refreeze.
- Administer the Moderna COVID-19 vaccine intramuscularly.

# Moderna COVID-19 Vaccine

## Dosing & Schedule

- The Moderna COVID-19 Vaccine is administered as a series of two doses (0.5 mL each) **1 month apart**.
- **Per the guidance from the FDA and the CDC, use every available dose per vial. DO NOT mix partial doses from different vials.**
  - Further guidance coming from the CDC on ordering additional ancillary supplies.
- There are no data available on the interchangeability of the Moderna COVID-19 Vaccine with other COVID-19 vaccines to complete the vaccination series.
  - Individuals who have received one dose of Moderna COVID-19 Vaccine should receive a second dose of Moderna COVID-19 Vaccine to complete the vaccination series.

## Frozen Storage

Can be stored frozen until expiration date\*

$-25^{\circ}$  to  $-15^{\circ}\text{C}$  ( $-13^{\circ}$  to  $5^{\circ}\text{F}$ )

Do not store on dry ice or below  $-40^{\circ}\text{C}$  ( $-40^{\circ}\text{F}$ ).  
Store in the original carton to protect from light.

\*Confirm vaccine expiration date by looking up the lot number at [modernatx.com/covid19vaccine-eua](https://www.modernatx.com/covid19vaccine-eua)



## Thaw Each Vial Before Use

Vial images for illustrative purposes only

2 hours and 30 minutes in refrigerator

$2^{\circ}$  to  $8^{\circ}\text{C}$   
( $36^{\circ}$  to  $46^{\circ}\text{F}$ )



OR

1 hour at room temperature

$15^{\circ}$  to  $25^{\circ}\text{C}$   
( $59^{\circ}$  to  $77^{\circ}\text{F}$ )



Let vial sit at room temperature for 15 minutes before administering

## Thawed Shelf Life

Unpunctured Vial

Maximum times

30  
days

Refrigerator

$2^{\circ}$  to  $8^{\circ}\text{C}$  ( $36^{\circ}$  to  $46^{\circ}\text{F}$ )

12  
hours

Cool storage up to  
room temperature

$8^{\circ}$  to  $25^{\circ}\text{C}$  ( $46^{\circ}$  to  $77^{\circ}\text{F}$ )



After First Dose Has Been Withdrawn

Maximum time

6  
hours

Refrigerator or  
room temperature

Vial should be held between  
 $2^{\circ}$  to  $25^{\circ}\text{C}$  ( $36^{\circ}$  to  $77^{\circ}\text{F}$ ). Record the date  
and time of first use on the vial label.

Discard punctured vial after 6 hours.



**NEVER refreeze thawed vaccine**

# Moderna Key Resources

<a href="#"><u>EUA Fact Sheet and Full PI for Vaccination Providers</u></a>	<a href="#"><u>EUA Fact Sheet for Vaccine Recipients and Caregivers</u></a>	<a href="#"><u>Moderna Vaccine Dosing &amp; Administration</u></a>
<a href="#"><u>Moderna COVID-19 Vaccine Storage and Handling</u></a>	<a href="#"><u>Look Up Vaccine Expiration Dates for Vaccination Providers</u></a>	

**Poll: Vials of the Pfizer Vaccine  
contain 6 doses after dilution.**

# CDC & FDA Key Resources

<a href="#"><u>Interim Clinical Considerations for use of mRNA COVID-19 Vaccines Currently Authorized in United States</u></a>	<a href="#"><u>Interim Considerations: Preparing for the Potential Management of Anaphylaxis After COVID-19 Vaccination</u></a>	<a href="#"><u>CDC COVID-19 Vaccination Program Provider Requirements and Support</u></a>
<a href="#"><u>CDC COVID-19 Vaccine Training Modules</u></a>	<a href="#"><u>CDC COVID-19 Vaccination Toolkits</u></a>	<a href="#"><u>CDC COVID-19 Vaccination Record Card</u></a>
<a href="#"><u>FDA COVID-19 Vaccine News and Updates</u></a>	<a href="#"><u>FDA COVID-19-Related Guidance Documents for Industry, FDA Staff, and Other Stakeholders</u></a>	<a href="#"><u>FDA COVID-19 Frequently Asked Questions</u></a>

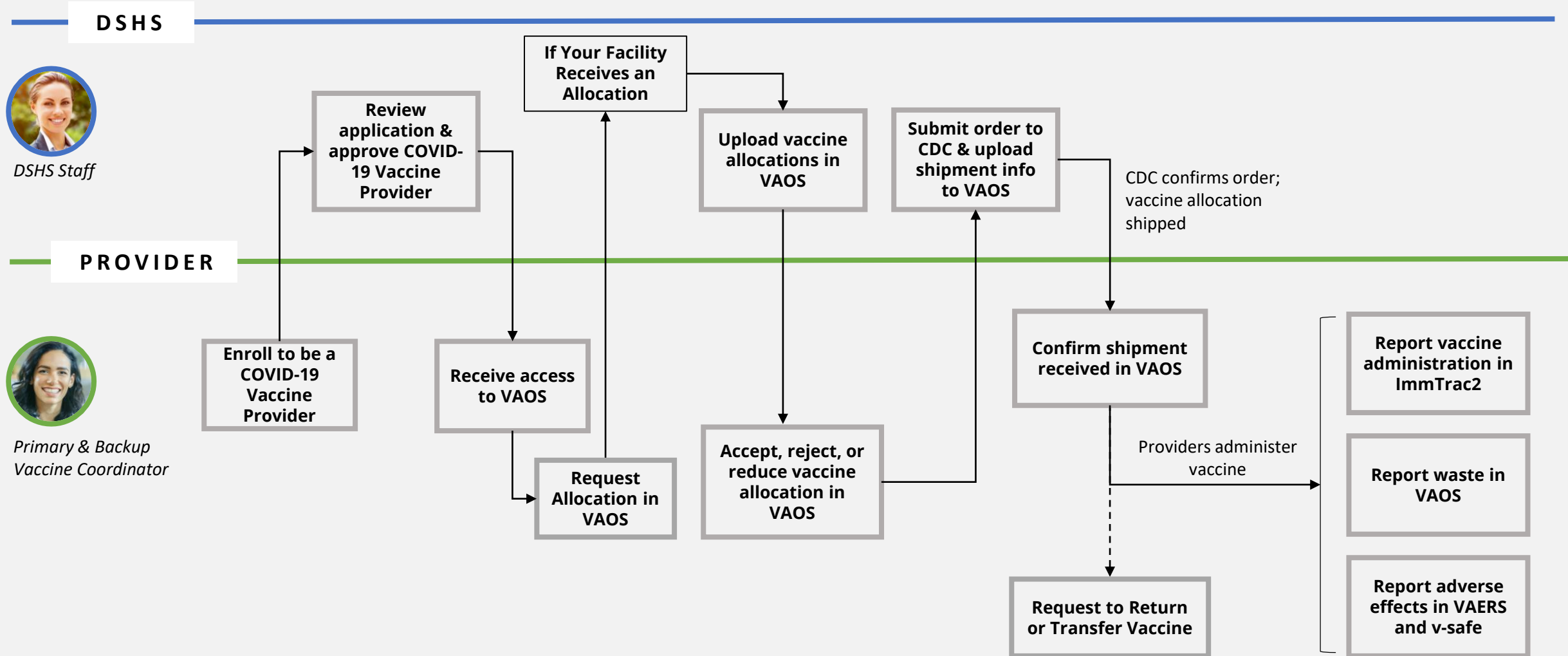


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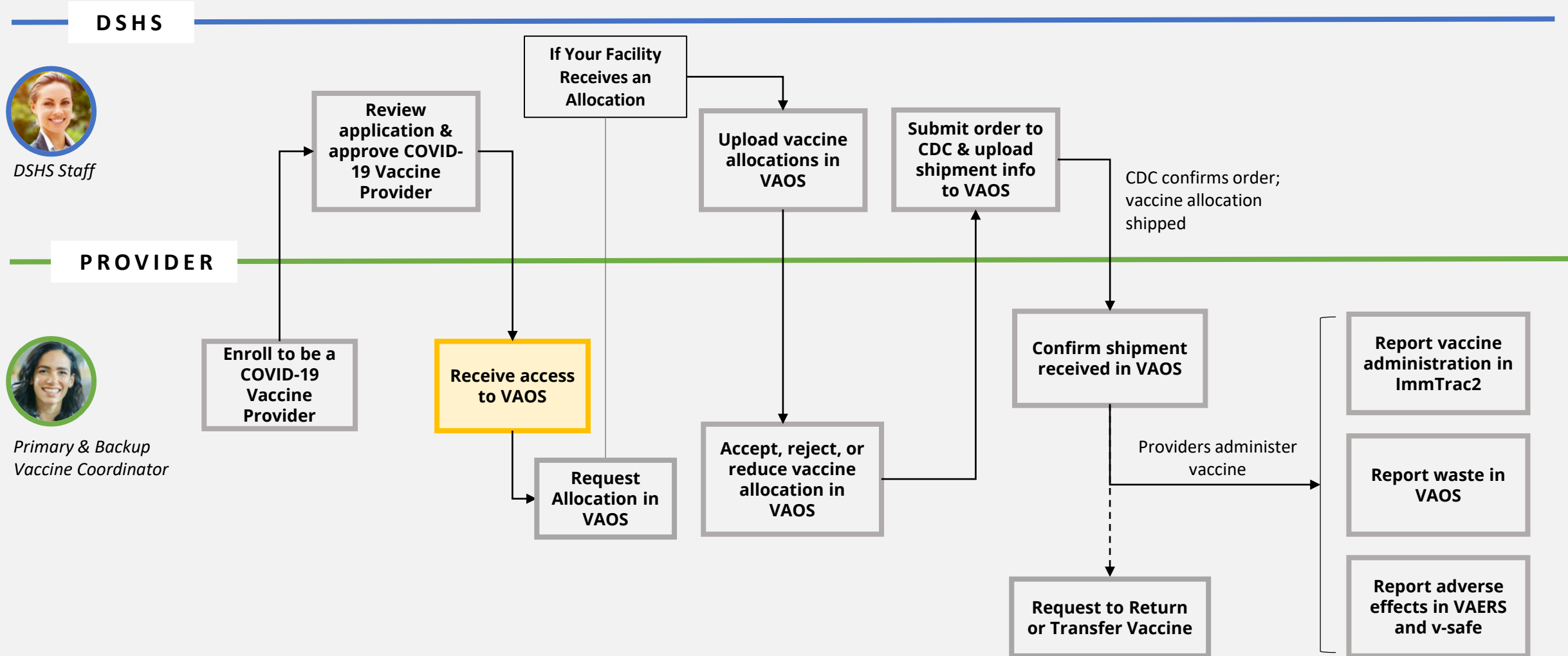
# VAOS Reminders & FAQs



# COVID-19 Vaccine Provider Milestones



# COVID-19 Vaccine Provider Milestones



# Receive Access to VAOS

## Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

The screenshot shows the 'PANDEMIC PROVIDER ENROLLMENT' form. The 'Pandemic Vaccine Coordinators' section is highlighted with a red box. It contains two sub-sections: 'Primary Vaccine Coordinator' and 'Backup Vaccine Coordinator'. Each sub-section has fields for \*Last Name, \*First Name, MI, \*Telephone, \*Email, and Degree/Credentials. The 'Save & Continue' and 'Save & Exit' buttons are visible at the bottom right of the form.

## Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

[COVID19VacEnroll@dshs.Texas.gov](mailto:COVID19VacEnroll@dshs.Texas.gov)

# Receive Access to VAOS

## Did you know...?

Providers access VAOS via the **HHS Enterprise Portal**.

To access VAOS, Providers should sign in at

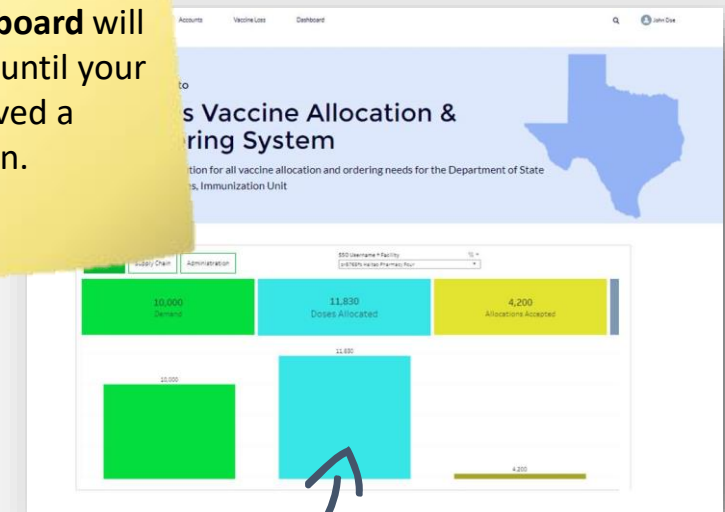
<https://texasvaccines.dshs.Texas.gov>.

This site may direct you to the HHS Enterprise Portal (below). Use your VAOS credentials to sign in here.



## Did you know...?

Your **VAOS dashboard** will not display data until your facility has received a vaccine allocation.



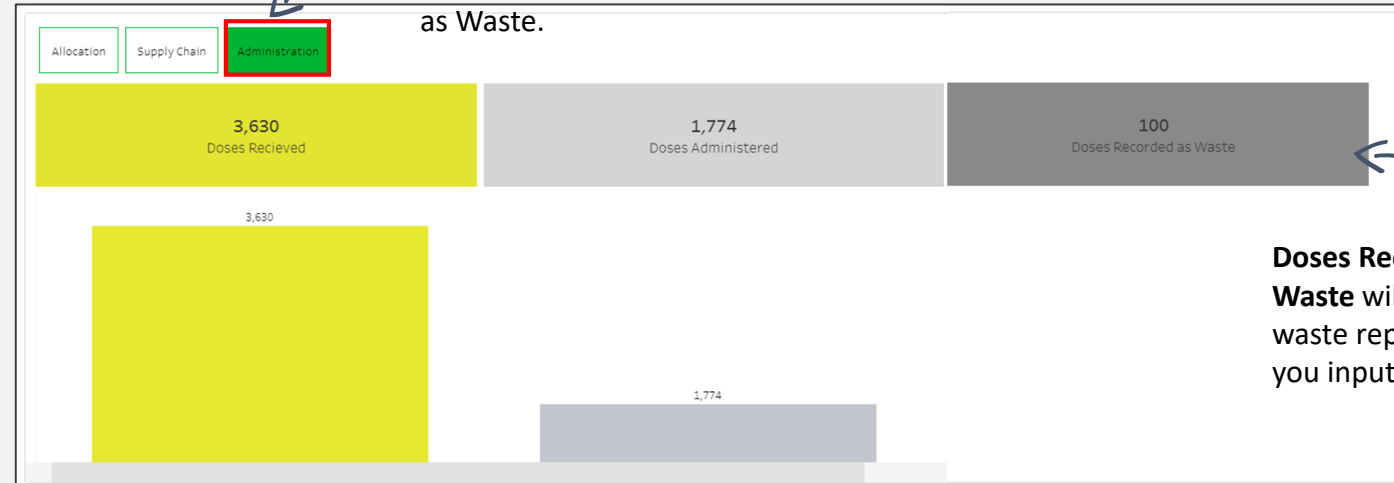
If your dashboard looks empty– don't panic!  
Your VAOS dashboard **will not display data until your facility has received a vaccine allocation.**

# Receive Access to VAOS

## Did you know...?

COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the VAOS dashboard.

On the **Administration** tab, you can view Doses Received, Doses Administered, and Doses Recorded as Waste.



Doses Recorded as Waste will reflect the waste reports that you input into VAOS.



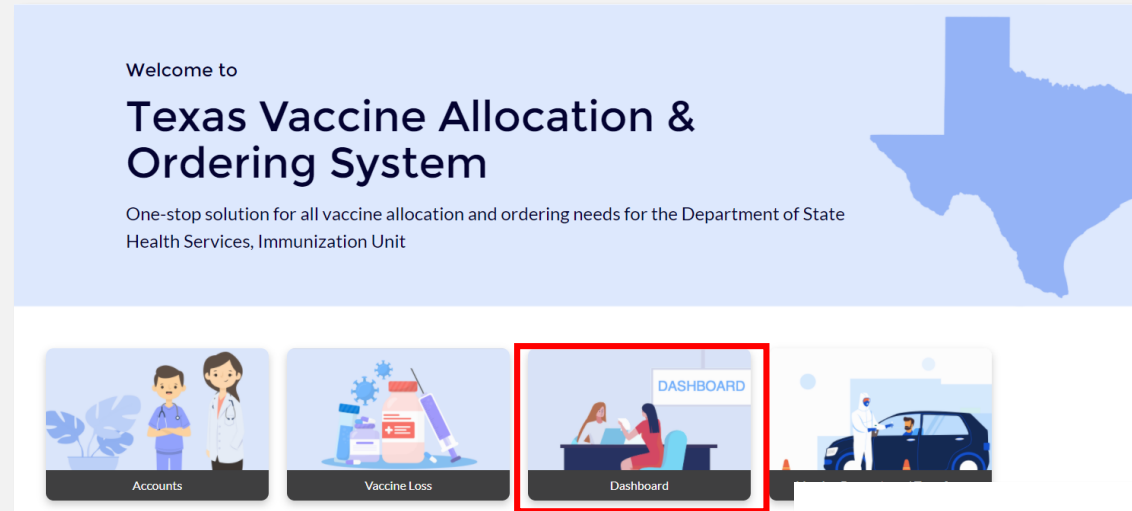
Quantity on Hand is based on Doses Received and Doses Administered.

This delay may affect the data you see for ***Doses Administered*** and ***Quantity on Hand***.

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

You can view dashboards from multiple facilities on the "Allocations" dashboard.



If you are the primary or backup vaccine coordinator for multiple facilities, you can toggle between dashboards on the "SSO Username + Facility" dropdown menu.

SSO Username + Facility

00278473 AutomationRKXLV AKYZO



(All)

00278473 AutomationRKXLV AKYZO

00540727 AutomationDBFWP BPAZO

00649640 AutomationWHVRT WONUT

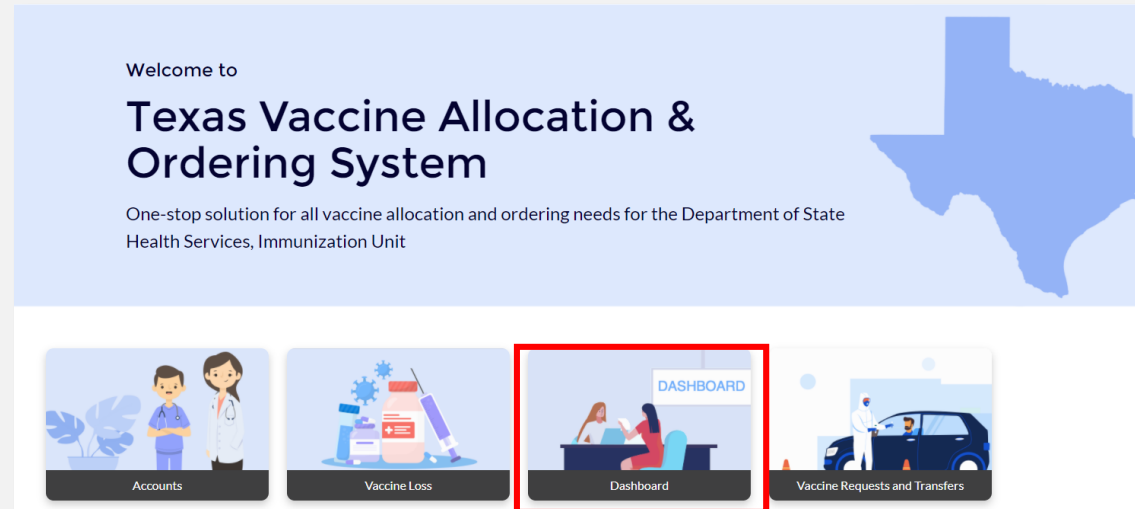
01153138 2020jkim test

01955238 Virginia 123

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

The data in the Tableau **Provider Dashboard** refreshes nightly, so you may not see updated data, such as allocations received until the next day.



**300**

Doses Allocated



*Nightly refresh*

**600**

Doses Allocated

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

If you're logging into the Provider Dashboard, you must log out of any other Tableau account before inputting your login information.

You will receive the “Resource not found” error if you try to log into your Provider Dashboard without **first signing out of other Tableau accounts**.



Sign in to Tableau Server

The screenshot shows the Texas Vaccine Allocation & Ordering System (VAOS) Provider Dashboard. The header includes the Texas Department of State Health Services logo and navigation links: Home, Accounts, Vaccine Loss, Dashboard, and Vaccine Requests and Transfers. A search icon and the user name 'alexandria.wagner' are also visible. The main content area has a light blue background with a map of Texas on the right. The text reads: 'Welcome to Texas Vaccine Allocation & Ordering System. One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit.' Below this, a white box contains the error message: 'Resource not found. Please check the URL and try again.' A yellow arrow points from the text in the bottom left to this error box.



# Receive Access to VAOS

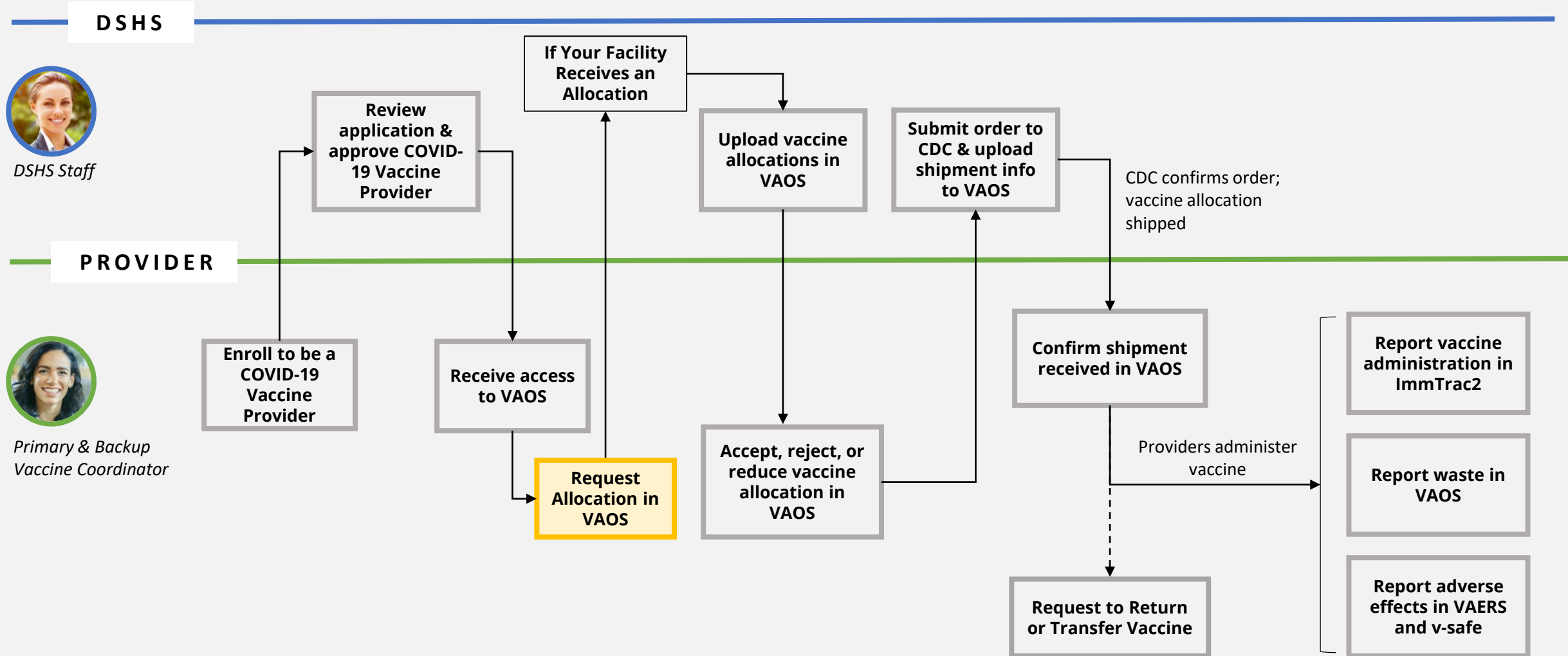
## Did you know...?

You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login in immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

The screenshot shows the ImmTrac2 Texas Immunization Registry login page. On the left is a blue sidebar with the word 'Production' at the top. Below it are fields for 'Org Code:', 'Username:', and 'Password:', followed by a 'Login' button. At the bottom of the sidebar are links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Health and Human Services logo, the text 'Texas Department of State Health Services', and the 'ImmTrac2 Texas Immunization Registry' title. Below the header is a navigation bar with links for 'HOME', 'FORMS', 'REGISTRATION', 'USER TRAINING', and a lightbulb icon. A 'Hot Topics' section follows, with links HT-1 through HT-7. The first topic is 'ImmTrac2 Support During COVID-19 Response', dated 03/17/2020. The text explains that customer support is limited due to COVID-19 and provides email addresses for general support ([ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)) and data exchange support ([ImmTrac2MU@dshs.texas.gov](mailto:ImmTrac2MU@dshs.texas.gov)). It also reminds users to follow HIPAA and Texas Privacy laws. At the bottom of the main area are links for 'ImmTrac2 Quick Guide - Change Password', 'Immunization Unit - Home Page', and 'Vaccine Adverse Event Reporting System (VAERS)'. The footer contains the copyright notice: 'Copyright © 1999 - 2020 State of Wisconsin. All rights reserved.'

# COVID-19 Vaccine Provider Milestones

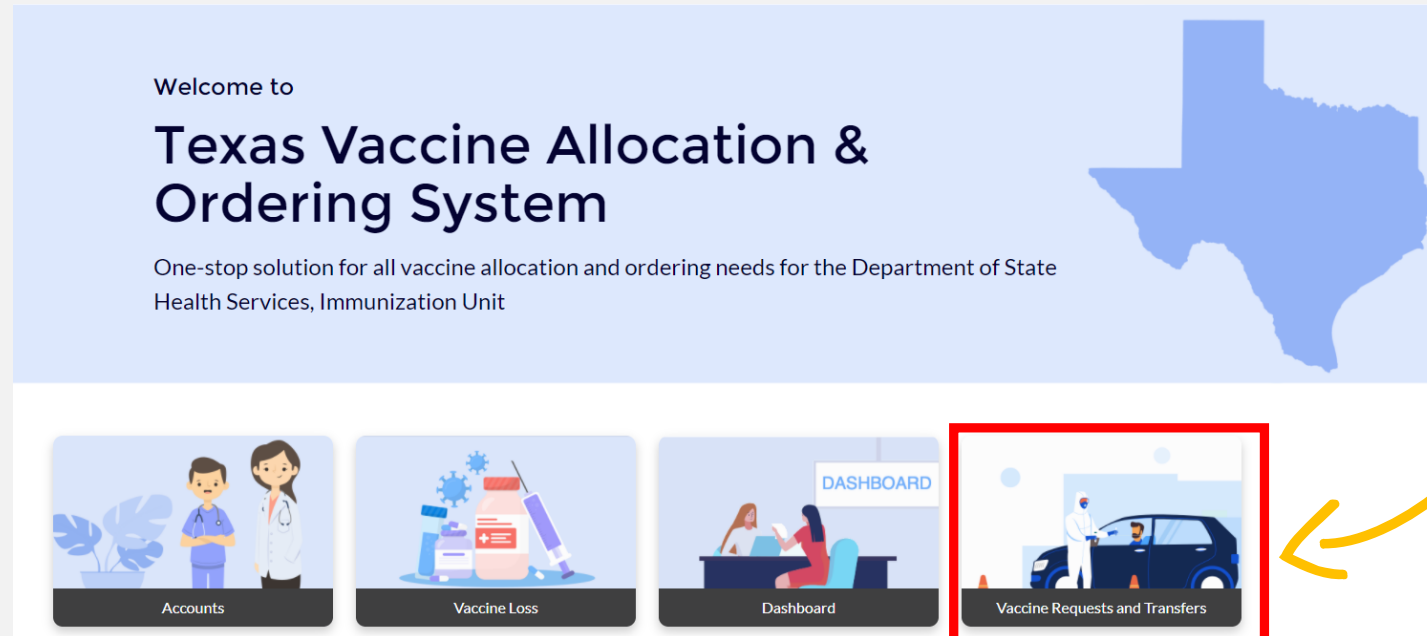


# Request Allocations in VAOS

## Did you know...?

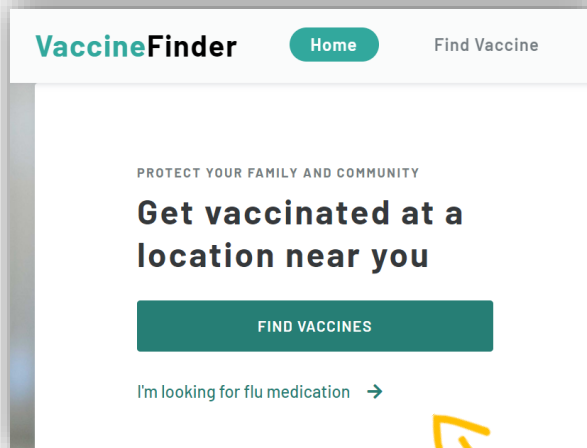
Submitted allocation requests inform allocation decisions, but **do not guarantee** that you will receive an allocation for your requested doses.

When you submit an allocation request in the VAOS “Vaccine Requests and Transfers” portal, **your allocation request may not be guaranteed** based on limited supply of the vaccines.



*Submit  
allocation  
requests here!*

# Request Allocations in VAOS



*CDC Vaccine Finder*

The screenshot shows a 'Service Request' form in VAOS, titled 'SR-0034'. The form is divided into sections: 'Information', 'First Dose Allocation', and 'Who do you plan to vaccinate?'. The 'Information' section contains a disclaimer and three numbered points. The 'First Dose Allocation' section includes a note about Pfizer vaccines and a 'Created By' field. The 'Who do you plan to vaccinate?' section has two columns: 'Available' and 'Chosen'. The 'Available' column lists 'Military', 'Other Population', 'Healthcare Workers', and 'Infrastructure / Essential Wor...'. The 'Chosen' column lists '65+', 'High Risk for COVID', and 'Longterm Care'. There are 'Cancel' and 'Save' buttons at the bottom.

## Did you know...

When requesting allocations, providers can indicate whether they want the CDC to direct the public to their facility as a COVID-19 Vaccine Provider.

## Did you know...

When submitting an allocation request, providers can opt-in to receive ancillary supplies.

# Request Allocations in VAOS

Did you know...?

You can request allocations of the **Pfizer vaccine in 975 dose** allocations

Did you know...?

You can request allocations of the **Moderna vaccine in 100 dose** allocations



When you submit allocation requests in VAOS, you can submit requests for **dose allocations in dosage increments** based on the vaccine presentation you request.

Remember you should only request allocations for the number of doses you can use for your patient population in a **one-week period**.

# Request Allocations in VAOS

## Did you know...?

Only the individual who submitted the initial request for an allocation can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	<a href="#">SR-0034</a>
2	<a href="#">SR-0038</a>
3	<a href="#">SR-0044</a>



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting allocation requests.

# Request Allocations in VAOS

**Did you know...?**

An “Exported” status in VAOS for your service request means it is currently under review.

*Allocation requests are exported on Thursdays after 5PM CST for the following week – you will receive an email notification if your allocation is accepted the following week between Wednesday-Friday.*

Service Request  
SR-0124

Information

This vaccine request is not guaranteed and may not be fulfilled in its entirety. Please ensure:

- 1.Your facility can utilize all the vaccines you are requesting within one week;
- 2.Your facility has enough storage space\* for the doses you request; and
- 3.Someone will be available to receive this shipment.

\* Pfizer vaccines do not require providers to have ultra-cold storage

First Dose Allocation

Created By  
[Julia Durnan](#), 1/22/2021, 4:58 PM

Facility  
[Person Test](#)

Post my info in the CDC Vaccine Finder  
☒

I want to receive ancillary supplies  
☒

Presentation  
Moderna

Willing to accept another manufacturer?  
☒

If Pfizer, do you need dry ice?  
☐

Number of doses requested ⓘ  
200

Who you plan to vaccinate?  
Phase 1A – HCW

Specify additional beneficial details ⓘ  
UT Memorial

Current quantity on hand: Moderna  
0

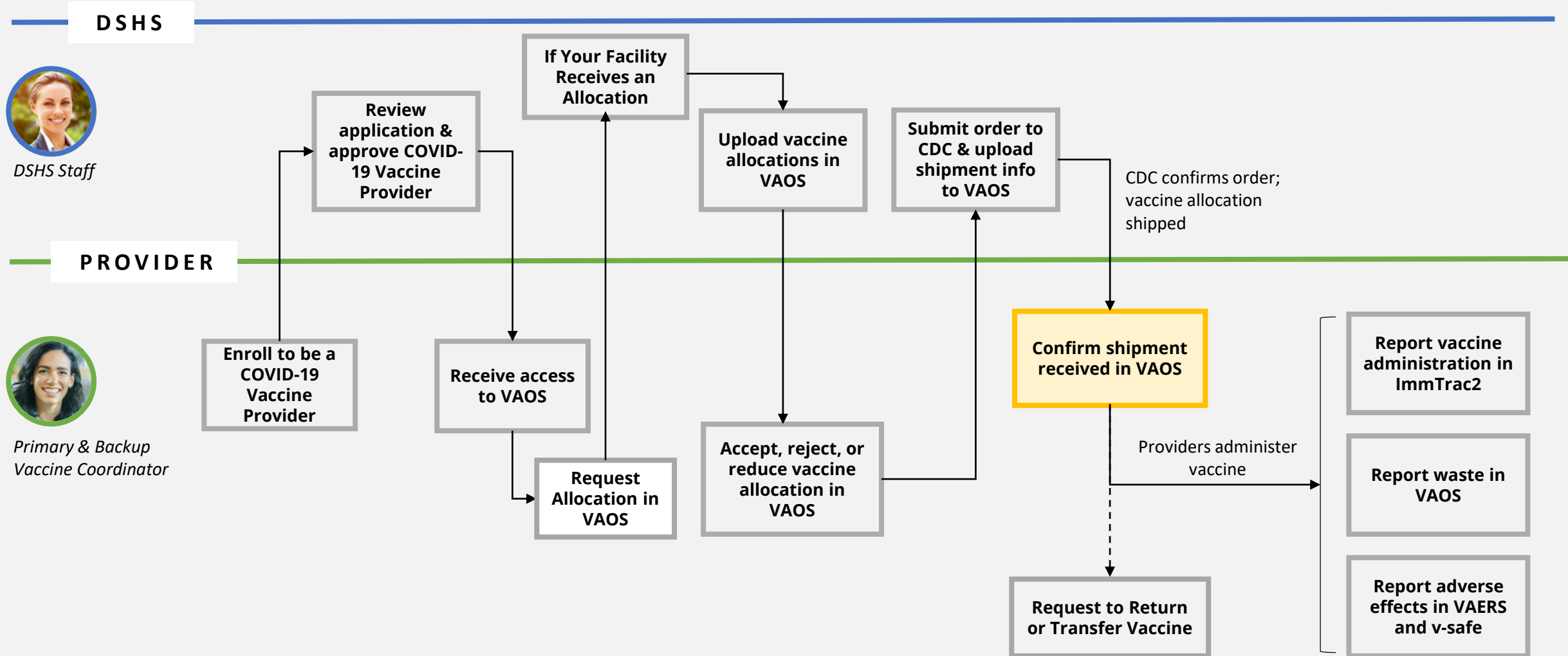
Current quantity on hand: Pfizer  
0

Status  
Exported

**Poll: Vaccine coordinators can only see allocation requests that they have submitted for their facility in VAOS.**



# COVID-19 Vaccine Provider Milestones



# Confirm Shipment in VAOS

## Did you know...?

Primary & backup vaccine coordinators will receive an **email notification when a vaccine allocation ships.**

After your allocation has been accepted, wait for an **email confirming the shipment of your vaccine doses.** When your vaccine allocation ships, primary & backup vaccine coordinators will receive an email notification from [noreply@salesforce.com](mailto:noreply@salesforce.com).

Remember to **continue monitoring your mailbox and Spam folder** for the shipment notification and additional allocation notification emails.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

# Confirm Shipment in VAOS

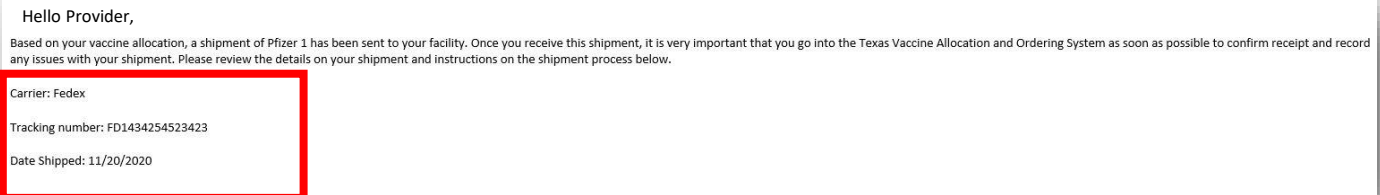
## Did you know...?

When a vaccine allocation ships, you will have access to **shipment tracking information**.

Shipment information, including the shipment tracking number, will be available in two places:

1

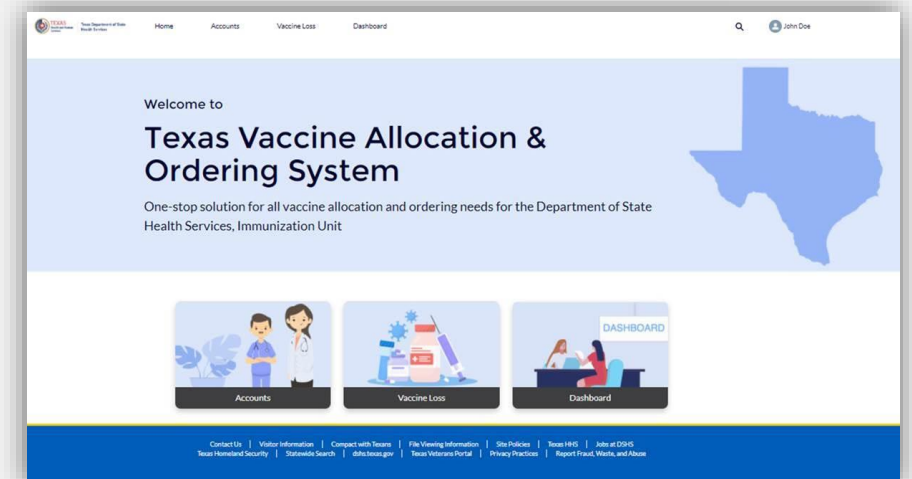
In the notification email sent to the primary & backup vaccine coordinators



2

In VAOS, shipment information is displayed on the *Shipment Details* page.

For instructions to find this tracking information, refer to the [COVID-19 VAOS – How to View Vaccine Shipment Tracking Info](#)



# Confirm Shipment in VAOS

## Did you know...?

You can find out whether an allocation is for **First Doses** or **Second Doses** in VAOS and from the allocation notification email.

Providers can locate whether an allocation is a first dose or second dose in the notification email or in their VAOS allocations dashboard

Dear Primary Four,

You have a **Second Dose** allocation of Pfizer 1 available to accept in the Texas Vaccine Allocation and Ordering System (VAOS) for Long Term Care Population at Haitao Pharmacy Four. This may only be part of your order for the season; if so, the remainder will be allocated as it becomes available. Please review the detailed instructions on the ordering process below.

It is very important that you go into VAOS (<https://texasvaccines.dshs.texas.gov>) as soon as possible once receiving this notification. We request that the listed amounts of COVID-19 Test vaccine that have been allocated be accepted – please do not decrease your weekly allocation unless storage capacity at your facility is an issue.

Vaccine Allocation

✓ Acknowledged Sent to VTrackS Shipped Received Reject

Allocation Number		Status	Acknowledged
Allocation Group	Moderna Week 2 1/4 Dose 2	Intimated Staff	
Event	COVID-19	Intimated Staff's Email	
Pre-booking Request		Intimated Staff's Email 2	
Vaccine	Moderna COVID-19 Vaccine	Facility Primary Contact Name	
Vaccine Name	Moderna COVID-19 Vaccine	Due Date	
NDC		Total Amount Requested	700
Facility		Formula Allocation Amount	700
Facility PIN		Total Amount Allocated	700
Fund Type		Total Amount Accepted	700
State PO Reference		Request Date	1/4/2021
Target Population	Healthcare Worker	Priority Indicator	
Pre-booking Request Line Item		Priority Reason	
Is Deleted	<input type="checkbox"/>	Version	1
Date Shipped		Intention	ADU
Immtrac Org Id		Community Facility	
Allocation Dose	Second Dose		
Created By	DSSH VaccineFeed, 1/4/2021, 4:12 PM	Last Modified By	

# Confirm Shipment in VAOs

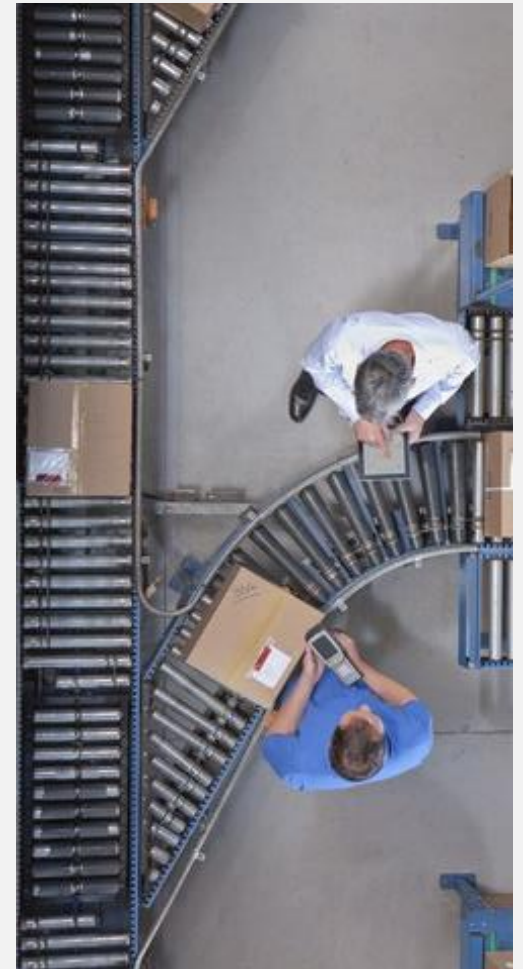
## Did you know...?

When McKesson ships a vaccine allocation, they will send a notification email.

**McKesson will send advance notification emails** about the vaccine shipment, including the specific vaccine and quantity ordered, as well as the tracking number.

McKesson will send separate emails for each vaccine cooler (box) in the shipment, because each cooler (box) has its own unique tracking number.

These email notifications will come from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com). **Make sure to list this address as a safe address so that these notifications do not go to a Spam folder.**



# Confirm Shipment in VAOS

## Did you know...?

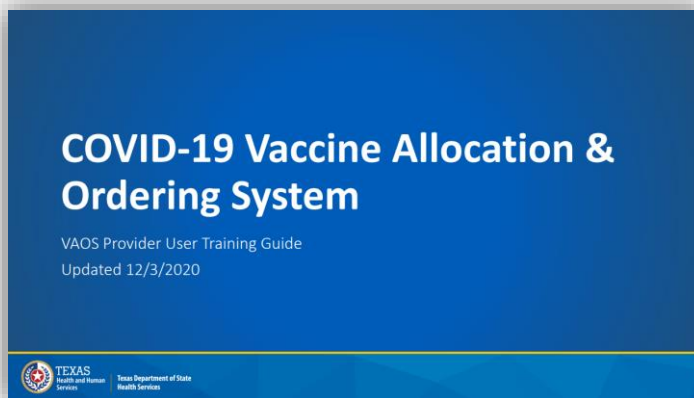
When you receive a shipment, **you must enter that you received a vaccine shipment in VAOS**

You'll need...

- **Who** received the vaccines
- **When** the vaccines were received
- **How many** vaccines received

After inspecting, you'll need to enter...

- How many vaccines **passed** inspection
- How many vaccines **failed** inspection
- **Reason** for any failure



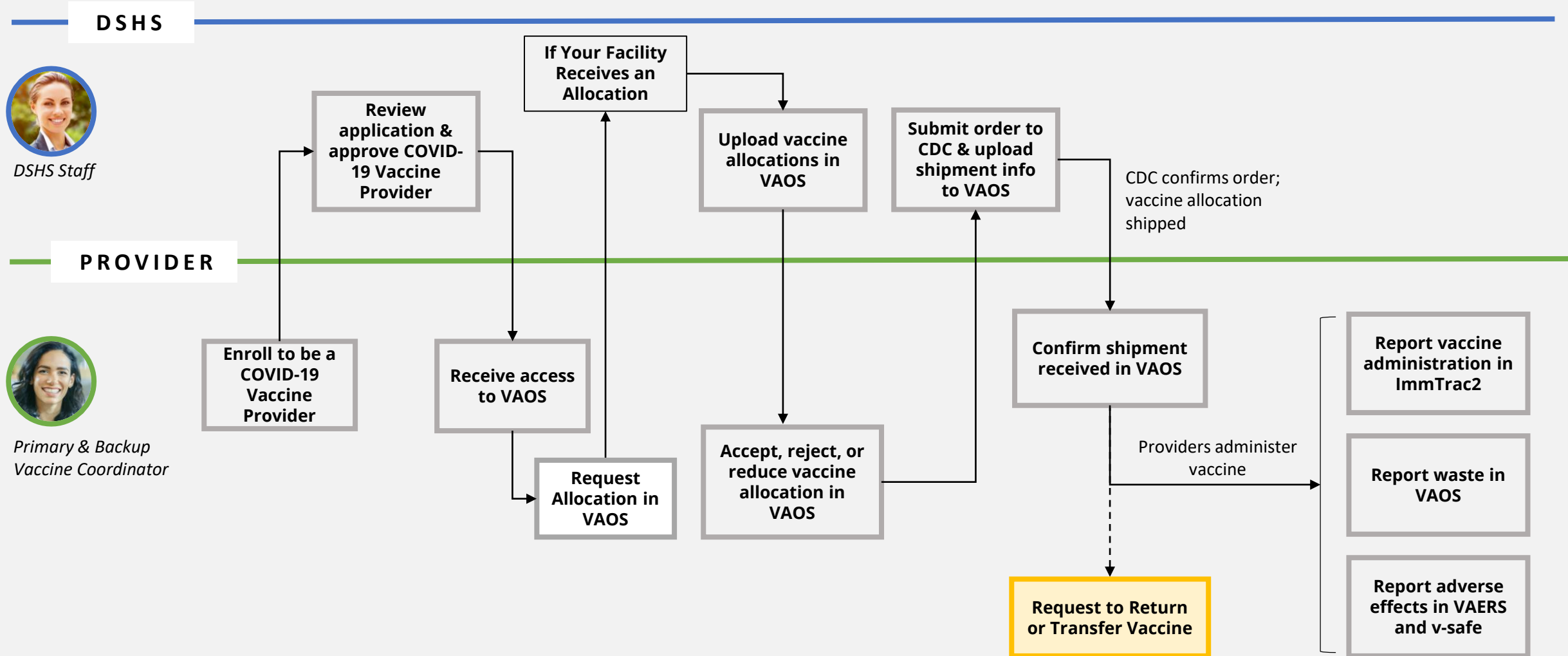
*COVID-19 VAOS Provider Training Guide*

You can find instructions for completing this process on the [DSHS COVID-19 Vaccine Management Resources website](#).



*Confirming Shipments in VAOS instructional video*

# COVID-19 Vaccine Provider Milestones





# Request to Transfer Vaccine

## Did you know...

Vaccines can only be transferred to an **approved COVID-19 vaccine provider**.

Account Name	Haitao Pharmacy Four	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	1234567890
Source Type	Manually Entered	Original Certification Date (VFC)	10/28/2020
Provider PIN	300017	Renewal Certification Date (VFC)	10/28/2020
Immtrac OrganizationID	7436305	Site Registration Date	10/28/2020
OrgIntent	N/A	Site Agreement Date	10/28/2020

## Did you know...

You can find your **organization's PIN** in VAOS on the **Account Details** page.

You'll need your Provider PIN to request a transfer, as well as the PIN of the Receiving Provider. Approved COVID-19 Providers will all have Provider PIN's.



# Request to Transfer Vaccines in VAOS

## Did you know...?

Only the individual who submitted the initial request for a transfer can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	<a href="#">SR-0034</a>
2	<a href="#">SR-0038</a>
3	<a href="#">SR-0044</a>



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting transfers.

# Request to Transfer Vaccine

## Did you know...?

Providers will need to upload and submit a completed and signed CDC Redistribution form for each transfer request.

For each request to transfer, Providers should complete and have the appropriate personnel sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**.

When you initiate a Transfer Request in VAOS, you will be able to **download the CDC Redistribution Agreement**.

Before your request can be reviewed, you will need to **upload the completed and signed form in VAOS** for DSHS to review.

## CDC Supplemental COVID-19 Vaccine Redistribution Agreement



The Centers for Disease Control and Prevention (CDC) plans to ship a minimum order size of COVID-19 vaccine, constituent products, and ancillary supplies at no cost directly to enrolled COVID-19 vaccination providers throughout the United States. The federally contracted vaccine distributor uses validated shipping procedures to maintain vaccine cold chain and minimize the likelihood of vaccine loss or damage during shipment. There may be circumstances where COVID-19 vaccine needs to be redistributed beyond the identified primary CDC ship-to sites (i.e., for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations). In these instances, vaccination provider organizations/facilities, third-party vendors, and other vaccination providers may be allowed to redistribute vaccine, if approved by the jurisdiction's immunization program and if validated cold-chain procedures are in place in accordance with the manufacturer's instructions and CDC's guidance on COVID-19 vaccine storage and handling. There must be a signed CDC COVID-19 Vaccine Redistribution Agreement for the facility/organization conducting redistribution and a fully completed CDC COVID-19 Vaccination Provider Profile Information form (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) for each receiving vaccination location.

The parties to this agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers that redistribute COVID-19 vaccine. CDC cannot reimburse costs of redistribution beyond the initial designated primary CDC ship-to site(s), nor for purchase of any vaccine-specific refrigerators or qualified containers. Therefore, organizations planning for redistribution of COVID-19 vaccine must carefully assess the associated risks and costs (e.g., vaccine loss due to temperature excursions, purchase of vaccine-specific portable refrigerators and/or containers) before planning this activity.

ORGANIZATION INFORMATION			
Organization/facility name:		For official use only: VTrack ID: _____ Unique COVID-19 Organization ID (from Section A): _____	
Street:			
PRIMARY ADDRESS and CONTACT INFORMATION OF COVID-19 VACCINATION ORGANIZATION			
City:			
City:	County:	State:	ZIP:
Telephone:		Fax:	
RESPONSIBLE OFFICERS			
Medical Director (or Equivalent) Information			
Last name		First name	Middle initial
Title		Licensure (state and number)	
Telephone number:		Email:	
Address:			
Chief Executive Officer (or Chief Fiduciary) Information			
Last name		First name	Middle initial
Telephone number:		Email:	
Address:			

9/14/2020

Page 1 of 2

**CDC Redistribution Agreement**

# Request to Return or Transfer Vaccines

## Did you know...?

Transferring Providers are **responsible for costs incurred** during the transfer process, as well as for **maintaining the cold chain** throughout the transfer process.

The ***Transferring Provider*** is responsible for any costs incurred in transferring the vaccine to another provider.



Vaccine Arrival at  
Provider Facility



Vaccine Storage &  
Handling at  
Provider Facility



*Transferring  
Provider Ships or  
Transports Vaccine*



Vaccine  
Administration at  
*Receiving Provider*  
Facility



***Transferring Provider responsible for maintaining the cold chain***

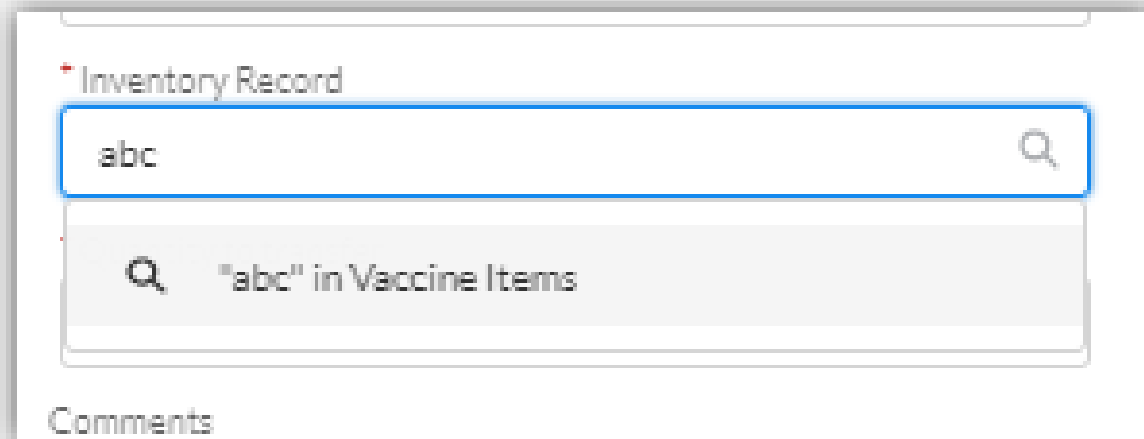
# Request to Return or Transfer Vaccines

## Did you know...?

You will not be able to request to transfer more doses than your facility has available under the Lot ID.



To search for the inventory record, start by typing the Lot ID in the field. The associated *Inventory Record*, if available, will appear in the search results.

A screenshot of a web application interface. At the top, there is a tab labeled "Inventory Record" with a red asterisk. Below the tab is a search input field containing the text "abc" and a magnifying glass icon on the right. Below the input field is a search results list. The first result is a grey row with a magnifying glass icon and the text "abc" in Vaccine Items. At the bottom of the interface is a text area labeled "Comments".

Inventory Record

abc

Q "abc" in Vaccine Items

Comments

You can **verify the number of doses** you have under a Lot ID by searching for the Lot ID in VAOS.



# Request to Return or Transfer Vaccines

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been **approved**.

As the receiving provider, **you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]**. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov>. **No action is required to confirm receipt of this transfer, your inventory will be updated automatically.**

#### Next Steps

- Login to VAOS to view details of the transfer, which can be found under “Vaccine Shipments”
- **Begin vaccinations as soon as possible** after your facility receives your transfer of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov).

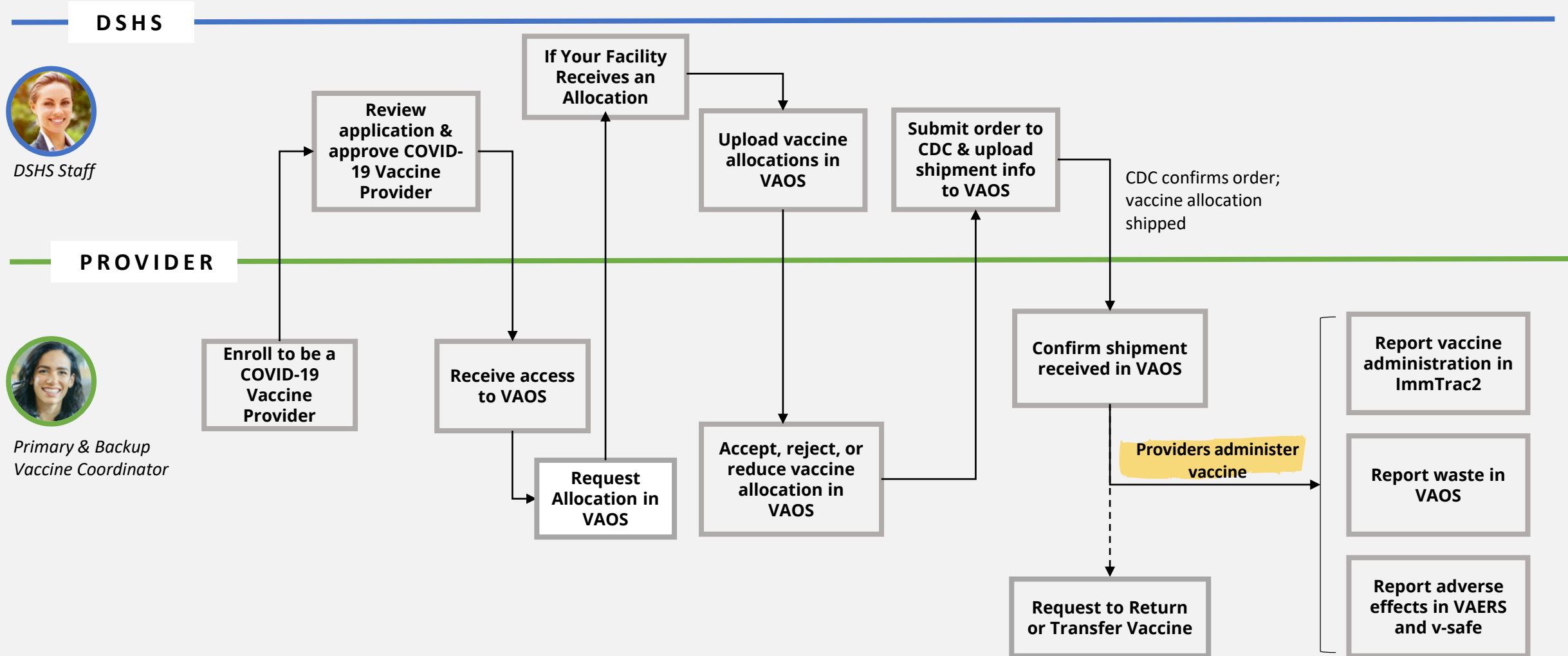
Thank you.



**Did you know...?**

*Receiving Providers do not need to confirm receipt of the transfer in VAOS.*

# COVID-19 Vaccine Provider Milestones



# Providers Administer COVID-19 Vaccine

## Did you know...?

Do not hold back first doses of the vaccine.

Providers **do not need to “hold back”** doses from a First Dose allocation for patients' second doses. After receiving a First Dose allocation, Providers should request a Second Dose allocation in VAOS.



Providers should **begin vaccinating patients as soon as possible after receiving a vaccine shipment**, beginning with the Phase 1A target population. If there are no patients from the Phase 1A target population to administer the vaccine doses to immediately, administer to Phase 1B patients.

## Did you know...?

You find and print additional **vaccination record cards**

You can find them [here](#) on the [DSHS COVID-19 Vaccine Management Resources website](#).

COVID-19 Vaccination Record Card			
Please keep this record card, which includes medical information about the vaccines you have received.			
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.			
Last Name		First Name	MI
Date of birth		Patient number (medical record or IIS record number)	
Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19		mm / dd / yy	
2 <sup>nd</sup> Dose COVID-19		mm / dd / yy	
Other		mm / dd / yy	
Other		mm / dd / yy	

# Providers Administer COVID-19 Vaccine

## Did you know...?

Use **Second Dose allocations** to provide **second doses** to patients who have already received a first dose of the COVID-19 vaccine.

**Second Dose allocations** should be used to provide second doses to patients who have already received their first dose.

Additional second dose vaccines **may not be available at the right time** if a Provider uses Second Dose allocations to provide first doses to patients.



When administering the vaccine, Providers should **communicate the importance of returning to receive their second dose of the COVID-19 vaccine**, including proactively reminding patients when it is time for them to return for their second dose.



# Providers Administer COVID-19 Vaccine



## Did you know...?

To confirm a patient's chronic medical conditions for Phase 1 vaccinations, Providers should refer to the person's medical history.

To confirm chronic medical conditions, providers should refer to the person's medical history.

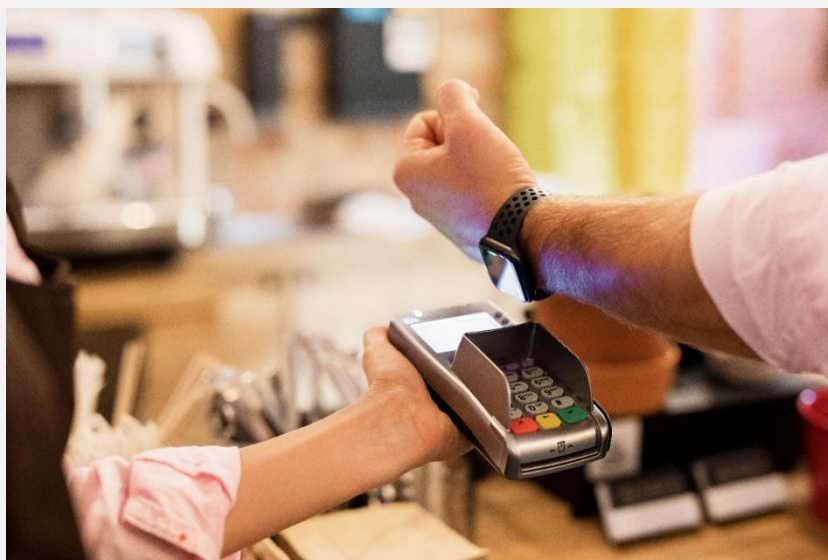
If a provider doesn't have access to the person's medical history, the person can self-disclose their medical condition. They do not need to provide documents to prove that they qualify.

# Providers Administer COVID-19 Vaccine

## Did you know...?

There is **no residency requirement** for receiving a COVID-19 vaccine

To receive a COVID-19 vaccine, the patient **does not** have to demonstrate residency in Texas or the U.S.



You **CANNOT** charge a copay to the patient. You can bill insurance for the administration, however no person can be turned away due to inability to pay the administration fee. Vaccination providers can get this fee reimbursed by the patient's public or private insurance company or, for uninsured patients, by the [Health Resources and Services Administration's Provider Relief Fund](#).

## Did you know...?

Providers cannot charge a **copay** for the COVID-19 vaccine

# Providers Administer COVID-19 Vaccine

## Did you know...?

Pfizer COVID-19 vaccine should be administered 21 days after the first dose. You should **schedule second dose appointments based on this 21-day** interval.

## Did you know...?

Moderna COVID-19 vaccine should be administered 28 days after the first dose. You should **schedule second dose appointments based on this 28-day** interval.

You can find more information about COVID-19 vaccine administration and grace periods [here for Pfizer vaccines](#) and [here for Moderna vaccines](#).

If you are unable to administer the vaccine on the manufacturer recommended day, use the following guidance:

- Pfizer second doses administered up to 4 days before the recommended date –17 or more days after first dose—are considered valid.
- Moderna second doses administered up to 4 days before the recommended date—24 or more days after first dose—are considered valid.
- Doses administered **earlier than the recommended date do not need to be repeated.**
- If it is not feasible to administer the second dose in the recommended time frame, it can be administered **up to 42 days** after the first dose.

# Providers Administer COVID-19 Vaccine

## Did you know...?

The different presentations of the COVID-19 vaccine are **not interchangeable**.

COVID-19 vaccines are **not** interchangeable with each other or with other COVID-19 vaccine products. The safety and efficacy of a mixed-product series have not been evaluated. Both doses of the series should be completed with the same product.



Vaccination of persons with a positive COVID infection **should be deferred** until the person has recovered from the acute illness and [criteria](#) have been met for them to discontinue isolation. This applies to patients before receiving any vaccine doses as well as those who develop SARS-CoV-2 infection **after the first dose but before receipt of the second dose**.

## Did you know...?

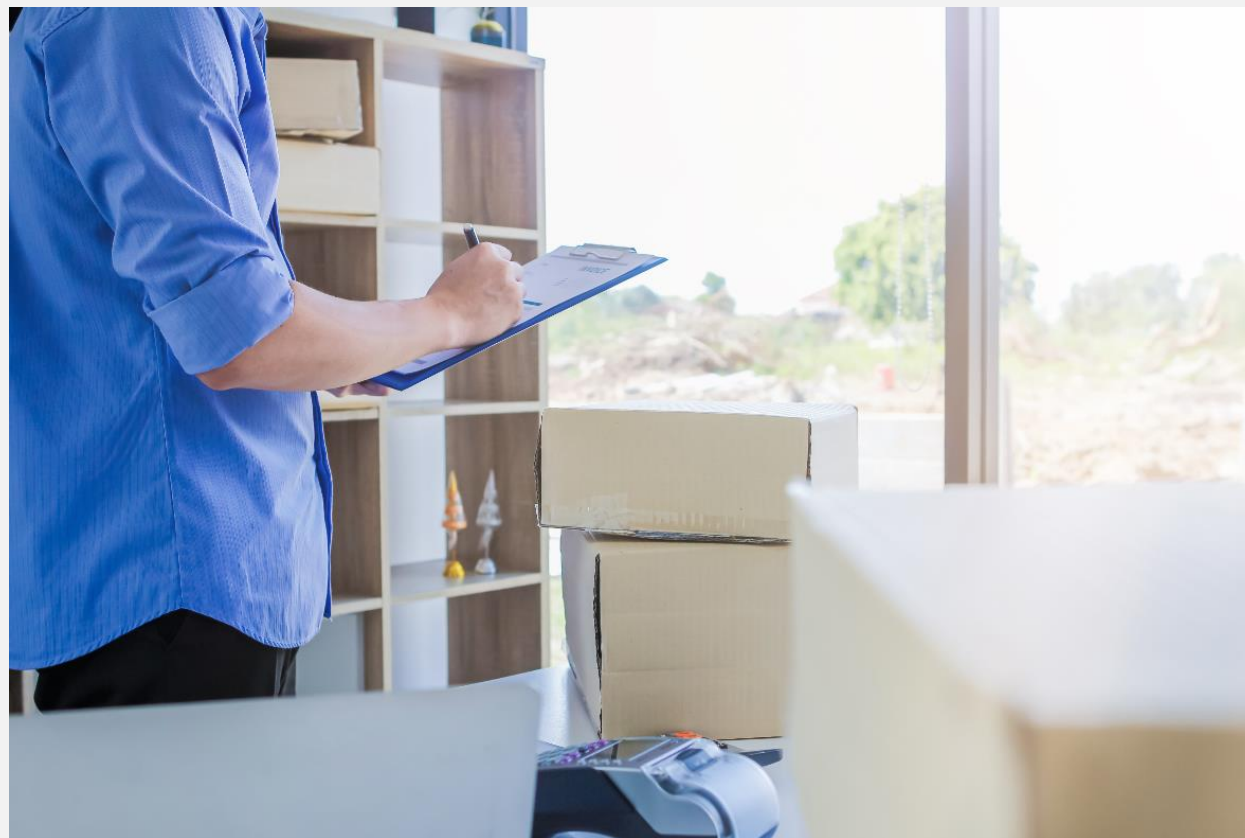
A patient can receive a COVID-19 vaccine after they have recovered from their infection.

# Providers Administer COVID-19 Vaccine

## Did you know...?

Even if a provider is able to administer more doses than officially allocated, they will receive the **same number of second dose allocations** as they did for first doses.

Because of the extra doses that can be extracted from some vaccine vials, providers may be able to administer more doses than originally allocated. However, Second Dose allocations will include the **same official number of doses in the follow-up shipment** as there were in the First Dose shipment.





# Providers Administer COVID-19 Vaccine

## Did you know...?

Providers can offer **VaxText as a second dose reminder** to patients following their first COVID-19 vaccine.



**VaxText<sup>SM</sup>** is a free text messaging platform that providers can offer to their patients. Patients can opt in to conveniently **receive text message reminders** to get their second dose of COVID-19 vaccine or a reminder for when they are overdue for their second dose, in English or Spanish.

The VaxText<sup>SM</sup> text messaging service will ask vaccine recipients who participate for **basic vaccination information** so it can provide reminders based on the **correct vaccination schedule**. The patient will also receive a prompt to sign up for **v-safe**, CDC's vaccine safety monitoring system.

Patients can **text ENROLL to 1-833-VaxText (829-8398)** to opt in to VaxText<sup>SM</sup>.

# Providers Administer COVID-19 Vaccine

## Did you know...?

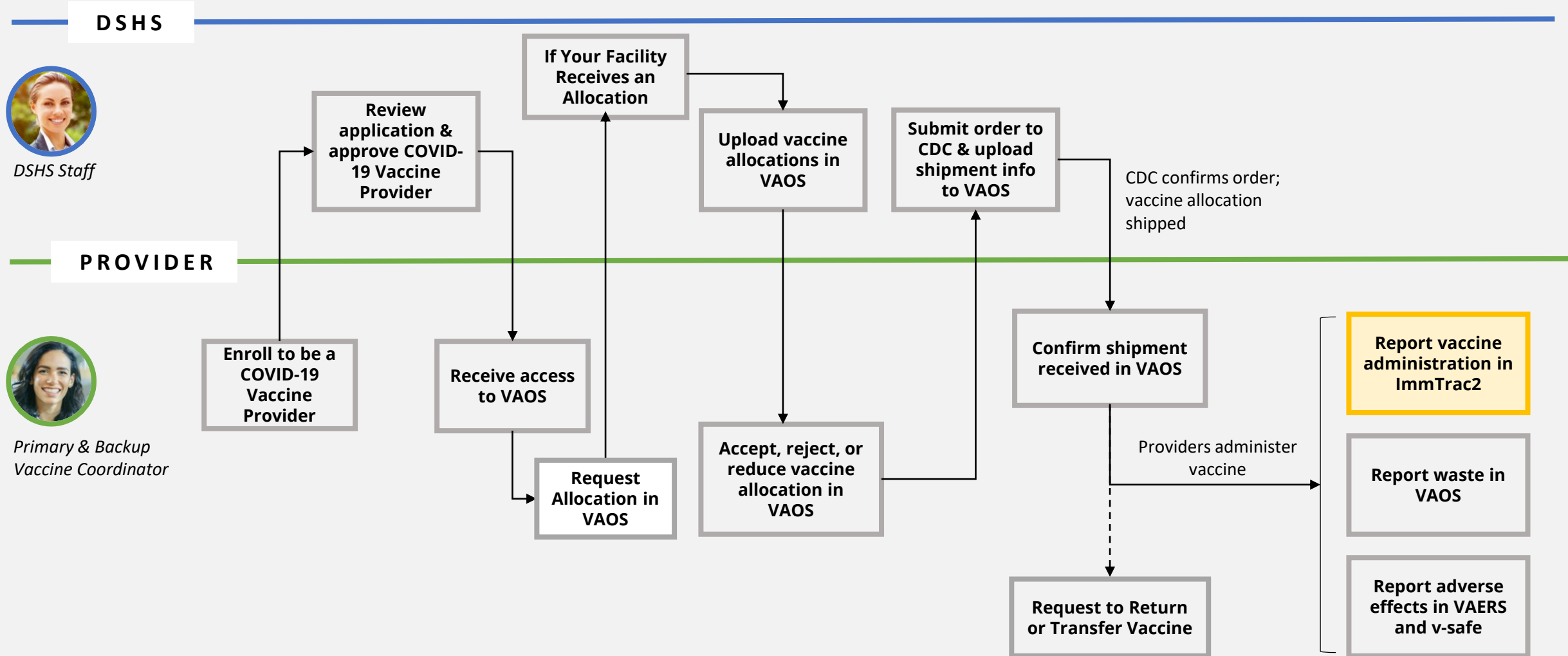
It is State of Texas policy to retain COVID-19 administration records **for five years.**

*The federal policy for record retention requires providers to retain records for 3 years.*



Providers should record vaccine administration within 24 hours of administration.

# COVID-19 Vaccine Provider Milestones





# Report Vaccine Administration in ImmTrac2

## Did you know...?

Providers should use their correct Org Code or ImmTrac2 IIS ID to report vaccine administration.

When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their correct ImmTrac2 Org Code and TX IIS IDs to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.



ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.



Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

## Did you know...?

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.

# Report Vaccine Administration in ImmTrac2

**Did you know...?**

Providers need to report daily in both **TDEM** and **ImmTrac2**

## Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility:

Facility Identification Number:

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov)

### INSTRUCTIONS

#### LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

**Did you know...?**

The data that you report in TDEM and ImmTrac2 isn't the same.

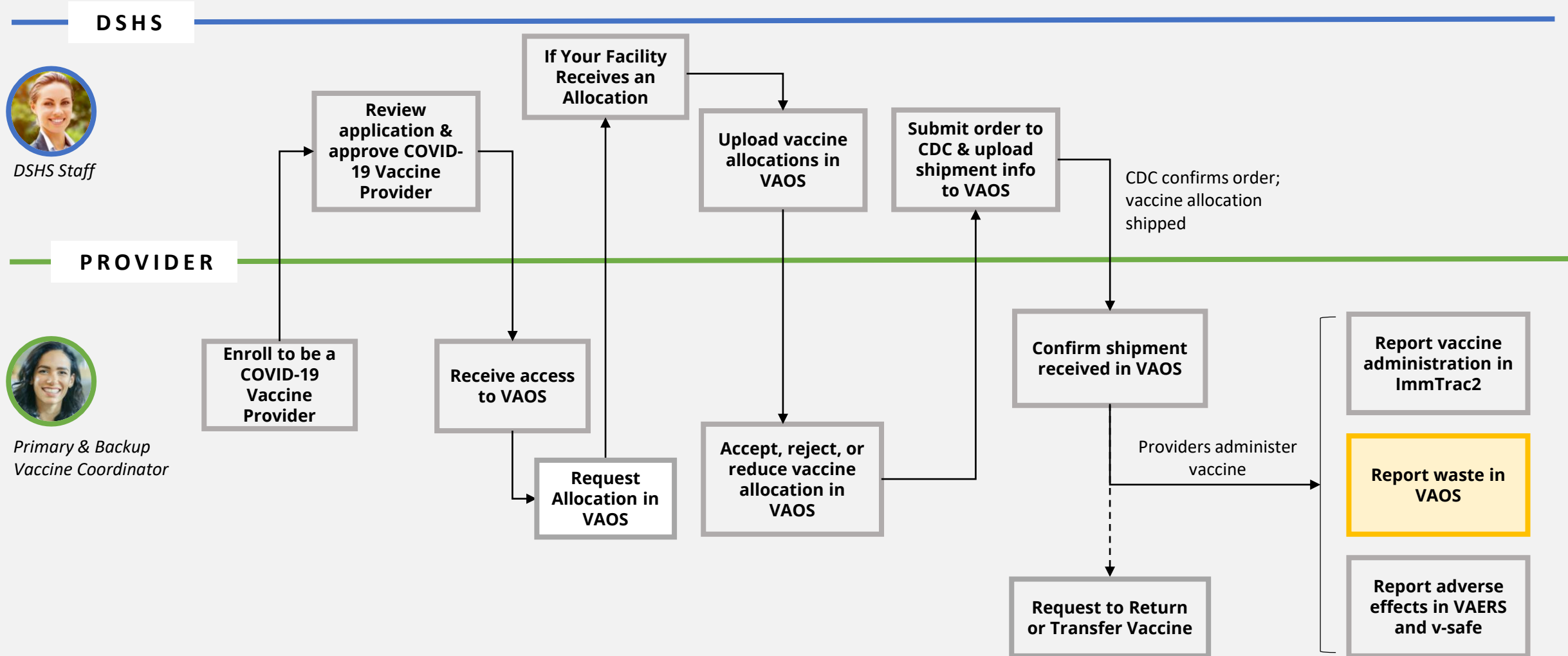
Providers must report aggregate doses administered to TDEM every day by 8AM at <https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov) or 844-908-3927

Continue to **report actual vaccine administration and patient data** into ImmTrac2.

**ImmTrac2**  
Texas Immunization Registry

# COVID-19 Vaccine Provider Milestones



# Report Waste in VAOS

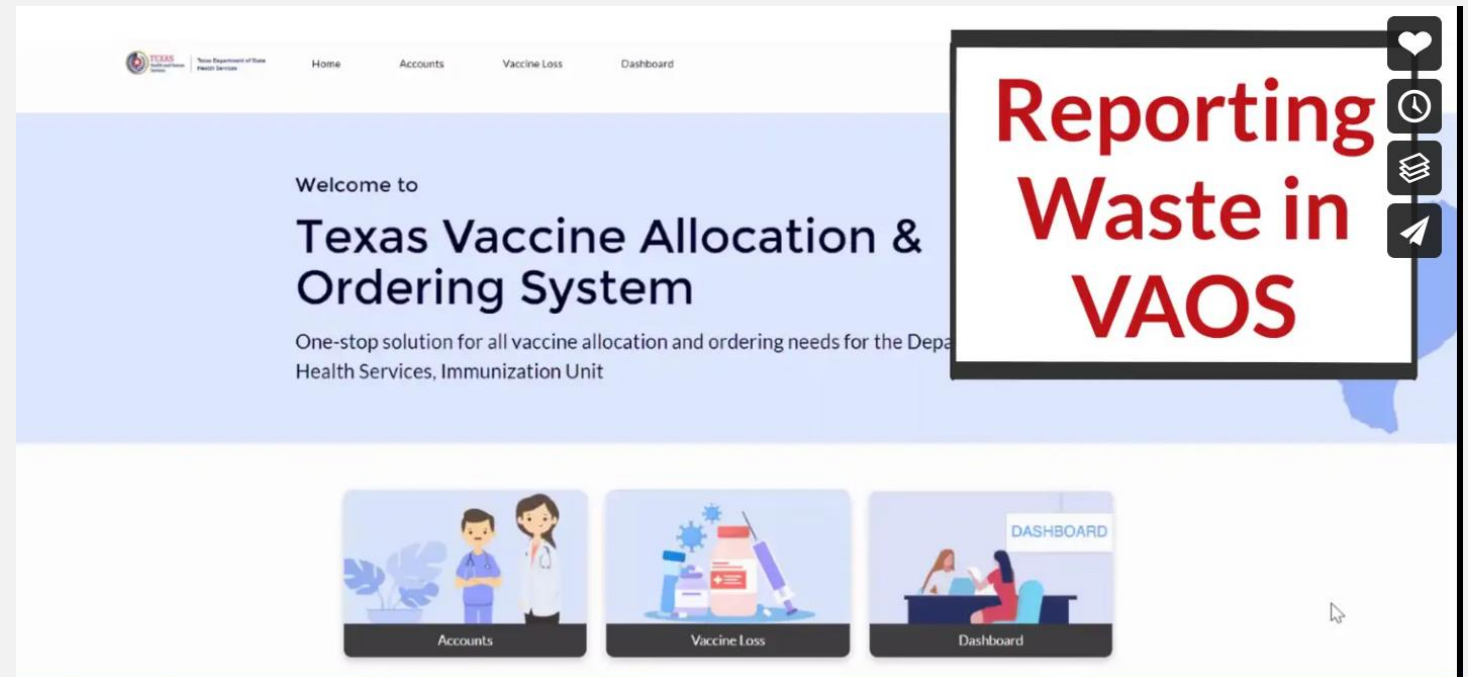
Did you know...?

Providers report **doses wasted in VAOS** and **doses administered in ImmTrac2**.

**Report doses that are wasted into VAOS.** This will affect the number of doses listed as on hand for your facility on the VAOS dashboard.

This does not include doses that are administered to patients. **Report all doses administered to patients in ImmTrac2.**

Want to learn more? Check out the VAOS Provider Guide and an instructional video on the [DSHS COVID-19 Vaccine Management Resources](#) site.

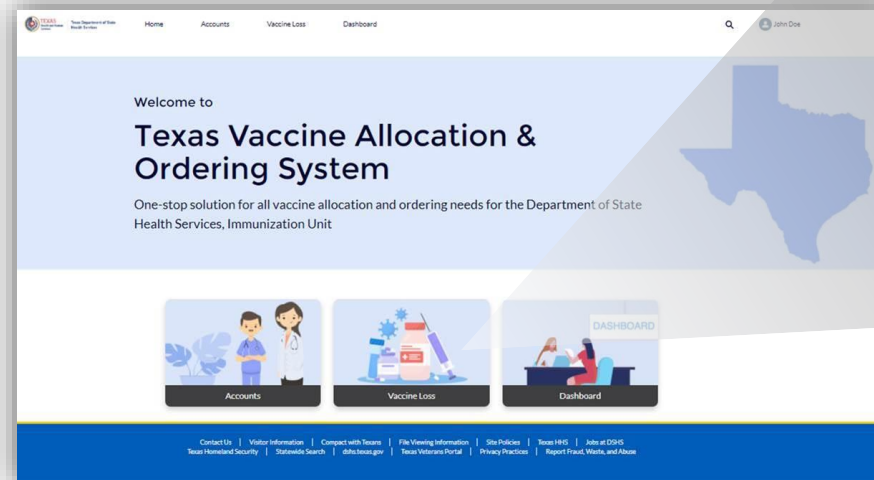


# Report Waste in VAOS

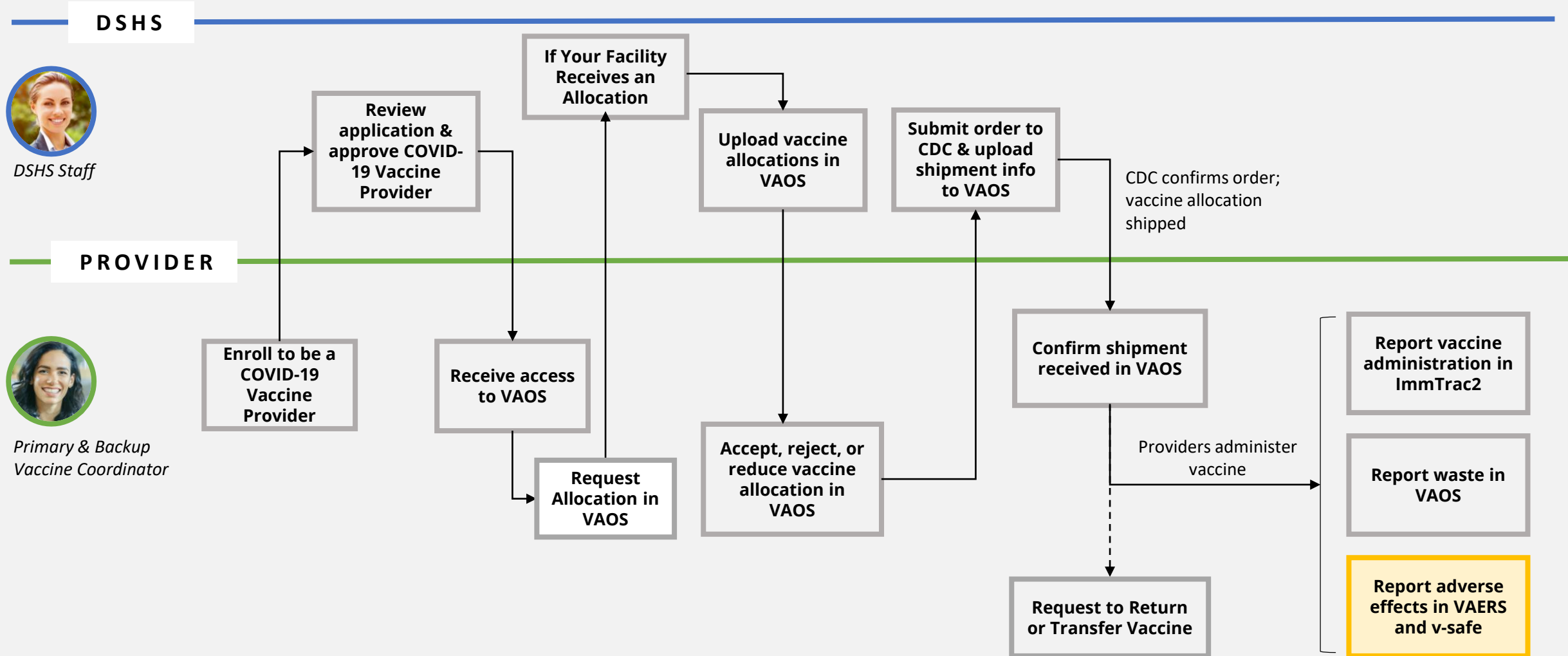
## Did you know...?

You can't report more doses wasted than you've received in your allocation.

Providers should report all doses wasted in VAOS. However, you **cannot report more doses wasted than you have been allocated in VAOS.**

A screenshot of the "New Vaccine Use: Vaccine Wastage" form. The form is divided into two main sections: "Information" and "Description".  
**Information Section:**  
- Vaccine Administration Number: (empty field)  
- Facility: Austin Regional Health Clinic (selected from a dropdown)  
- Vaccine: VI-0000014 (selected from a dropdown)  
- Status: Wastage (selected from a dropdown)  
- Reason for waste: G81 - Expired vaccine (selected from a dropdown)  
- Quantity Consumed: 25 (entered in a text field)  
- Vaccine Item Temp: (empty field)  
**Description Section:**  
- Description: Vaccine Lot expired 11/08/2020 (entered in a text field)  
- Other Reason: (empty text area)  
At the bottom right, there are three buttons: "Cancel", "Save & New", and "Save".

# COVID-19 Vaccine Provider Milestones





# Report Adverse Events in VAERS and v-safe

## Did you know...?

If a patient experiences **adverse effects** from the vaccine, you should **report it to VAERS**.

CDC and FDA encourage anybody who experiences any problems after vaccination to report to VAERS.

- Parents
- Patients
- Healthcare Providers
- Others

**Healthcare providers are required by law to report certain problems such as serious adverse events**

## Did you know...?

Providers should give **all vaccination patients** information on **v-safe** after administration.



**VAERS**

Vaccine Adverse Event  
Reporting System

Co-managed by  
CDC and FDA

<http://vaers.hhs.gov>



**VAERS is the nation's frontline system for monitoring vaccine safety**

**V-safe** is a smartphone-based tool that uses text messaging and web surveys to provide **personalized health check-ins** after someone receives a COVID-19 vaccination.

Vaccine recipients can quickly tell the CDC if they have any side effects. The CDC may follow up with them by phone to get more information.

**V-safe** will also remind them to get their second COVID-19 vaccine dose, if needed.



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.



# Report Adverse Events in VAERS and v-safe

## Did you know...?

New CDC guidance says **any allergic reaction**, not only anaphylaxis, is a contraindication for receiving the second dose of vaccine.

## Did you know...?

**Any and all** adverse effects should be reported to VAERS, even deaths.

Providers should report adverse events **any time an adverse event occurs** after vaccine administration

According to VAERS, any adverse event that occurs after the administration of a vaccine licensed in the United States, *whether it is or is not clear that a vaccine caused the adverse event*, should be reported.



# More Info on New VAOS Features

Check it  
out!

Want more information on requesting allocations and transferring or returning vaccines? Check out our [Provider User Training Guide](#) for step-by-step walkthroughs on new and existing VAOS features.



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

**Please look for invitations to  
additional COVID-19 Provider  
Webinars in the coming days and  
weeks**



Texas Department of State  
Health Services

# Key Resources

**COVID-19 Vaccine Resources (today's webinar, training materials, videos):**

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

**COVID-19 Vaccine Provider Enrollment Information:**

[www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx](http://www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx)

[CDC Clinical Considerations for or Use of mRNA COVID-19 Vaccines](#)

**DSHS COVID-19 Vaccine Provider hotline:**

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

[COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

For questions about training materials or webinars, please email us at

[COVID19VacMgmt@dshs.texas.gov](mailto:COVID19VacMgmt@dshs.texas.gov)



Texas Department of State  
Health Services

# COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	COVID-19 Vaccine Distribution	Reporting for COVID-19 Vaccines	General COVID-19 Inquiries
Sample questions	<ul style="list-style-type: none"> <li>How to become a COVID-19 Vaccine Provider</li> <li>In-progress applications</li> <li>Updating information in Provider Enrollment accounts</li> <li>Waste disposal/return</li> <li>COVID-19 vaccine safety</li> <li>Storage &amp; handling</li> <li>Administration of vaccine</li> <li>Vaccine distribution</li> <li>Reporting adverse events to VAERS</li> </ul>	<ul style="list-style-type: none"> <li>Who has access to VAOS</li> <li>"How to" questions about completing a task or process in VAOS</li> <li>VAOS or Tableau dashboards</li> <li>Tuesday/Thursday Provider Webinars</li> </ul>	<ul style="list-style-type: none"> <li>Tracking shipments</li> <li>Allocations</li> <li>Hub requests</li> <li>Vaccine transfers/returns</li> </ul>	<ul style="list-style-type: none"> <li>Reporting to ImmTrac2 via online web application</li> <li>Reporting to ImmTrac2 via data exchange</li> <li>Reporting to TDEM</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19 testing</li> <li>COVID-19 prevention and quarantine</li> <li>COVID-19 vaccine, general information</li> <li>When/where can I get vaccine?</li> </ul>
Support Channel	<b>Provider Help Desk</b> (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: <a href="mailto:COVID19VacEnroll@dshs.texas.gov">COVID19VacEnroll@dshs.texas.gov</a>	<b>Vaccine Management Mailbox:</b> <a href="mailto:COVID19VacMgmt@dshs.texas.gov">COVID19VacMgmt@dshs.texas.gov</a>	<b>Vaccine Shipments:</b> <a href="mailto:COVID19VacShipments@dshs.texas.gov">COVID19VacShipments@dshs.texas.gov</a>	<b>ImmTrac2 Web app:</b> : <a href="mailto:ImmTrac2@dshs.texas.gov">ImmTrac2@dshs.texas.gov</a> <b>Data Exchange:</b> <a href="mailto:ImmTracMU@dshs.texas.gov">ImmTracMU@dshs.texas.gov</a> <b>TDEM/ TMD Call Center:</b> <a href="mailto:vaccine@tdem.texas.gov">vaccine@tdem.texas.gov</a>	<b>Texas 2-1-1 (Option 6)</b> (877) 570-9779, 8 a.m. to 5 p.m., Monday through Friday Saturday 8am – 3pm, Sunday 8am – 1pm or Email: <a href="mailto:CoronaVirus@dshs.texas.gov">CoronaVirus@dshs.texas.gov</a>

# Mailboxes for Common Questions

- **VAOS login/ access questions:** [COVID19VacMgmt@dshs.Texas.gov](mailto:COVID19VacMgmt@dshs.Texas.gov)
  - Include provider name, org code, and primary and backup vaccine coordinator names and email addresses in message
- **VAOS order status questions:** [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov)
  - Include provider name, org code, and allocation request number
- **VAOS shipping questions:** [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov)
  - Include provider name, org code, and shipment number in message
- **Updating vaccine coordinator contact information:** [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)
  - Please include current and new vaccine coordinator name and email address
- **Vaccine administration questions:** [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

**Live Q&A's**

**Thank you!**